



Australian Government

ICTAUT401 Design business process automation solutions

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Newly created unit of competency to address in-demand skills needs.

Application

This unit describes the skills and knowledge required to design scalable, business process automation (BPA) solutions to enhance organisational efficiency. It includes designing and recommending workflow automation solutions to create, improve, and integrate business processes across multiple departments.

The unit applies to individuals working in information and communications technology (ICT) roles who contribute to design activities required for automating processes across a range of workplace departments.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Automation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to design BPA solutions	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Identify opportunities where processes and organisational areas can be automated, in consultation with required personnel 1.3 Evaluate existing organisational workflows and determine suitability for BPA according to work brief 1.4 Research BPA advantages and disadvantages

ELEMENT	PERFORMANCE CRITERIA
	1.5 Select organisational process-mapping software according to work brief 1.6 Create process map of tasks and events according to work brief
2. Plan and prepare BPA components	2.1 Review business objectives for workflow automation in consultation with required personnel 2.2 Confirm business expectations for workflow automation in consultation with required personnel 2.3 Document workflow automation plan according to work brief 2.4 Develop timeline according to work brief 2.5 Confirm that timeline aligns with business priorities, resource availability, and process map
3. Research and develop BPA strategies	3.1 Research automated workflow system configuration procedures and automation impacts on key personnel 3.2 Identify integration points for workflow automation systems and legacy systems 3.3 Research BPA configuration tools for workflow automation according to organisational policies and procedures 3.4 Select workflow automation systems according to findings 3.5 Report on selected workflow automation system according to organisational policies and procedures 3.6 Confirm that BPA stages, strategies, systems and organisational impacts are documented in required format
4. Make BPA recommendations	4.1 Compile required documentation to guide BPA recommendations 4.2 Confirm that BPA recommendations include sound rationale on how the solution will create, improve, and integrate business processes 4.3 Present recommended BPA solution and seek feedback from required personnel 4.4 Review and implement feedback from required personnel 4.5 Gain final approval from required personnel 4.6 Develop implementation guide for recommended BPA solution and finalise required documentation 4.7 Submit required documentation

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	• Uses developed listening, observational and questioning skills to understand stakeholder perspectives and clarify requirements
Reading	• Interprets documentation, guidelines and specifications to determine and confirm requirements
Writing	• Prepares workplace documentation in correct format according to organisational requirements
Problem solving	• Initiates standard procedures when responding to problems in the immediate context
Technology	• Considers the strategic and operational potential of current and emerging digital trends • Implements measures to monitor and control access to digitally stored and transmitted information

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTAUT401 Design business process automation solutions

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- select and recommend at least one business process automation (BPA) solution to enhance organisational efficiency, where the work must include one of the following for each solution:
 - workflow automation plan
 - BPA strategy
 - BPA implementation guide.

In the course of the above, the candidate must:

- distinguish between different BPA solutions, components and strategies
- apply required organisational policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- types and features of BPA solutions, including:
 - BPA components
 - BPA strategies
 - BPA systems
- advantages and disadvantages of BPA
- integration points for workflow automation systems and legacy systems
- functions and features of workflow automation software tools, including:
 - data connections

- events
- executes
- inputs and outputs
- formats
- workflow automation design considerations, including:
 - commission sign-off
 - process mapping
 - service quote approvals
 - review procedures
 - leave request approvals
- common types of documents that may be automated in different workplace departments
- key organisational areas that are commonly automated, including:
 - inventory management
 - billing and credit services
 - courier services
 - human resources
 - internal operations
 - customer relationship management (CRM) services
- types of web service integrations, including:
 - enterprise resource planning (ERP) systems
 - ecommerce platforms
 - CRM systems maps
- organisational formats for documentation and reports
- organisational policies and procedures, and legislative requirements relating to work tasks.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- BPA software, tools, and information
- opportunities for interaction with others
- work brief and organisational policies and procedures required to demonstrate the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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