



Australian Government

ICTDBS505 Monitor and improve knowledge management systems

Release: 1

ICTDBS505 Monitor and improve knowledge management systems

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to create improvements to knowledge management systems, as well as distribute and monitor them.

It applies to those who are employed as database or systems administrators and are required to support and maintain existing knowledge management systems.

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

Unit Sector

Database

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 improve knowledge management system	1.1 Identify and document structure and operation of existing organisational knowledge management system 1.2 Determine organisational knowledge management system information requirements 1.3 Determine and document required information structure
2. Create knowledge management system improvements	2.1 Collate all required information from information repositories on the knowledge management system 2.2 Organise information according to organisational requirements 2.3 Determine and document information structure improvement plan according to organisational requirements
3. Distribute and monitor	3.1 Distribute knowledge management system documentation to

ELEMENT	PERFORMANCE CRITERIA
knowledge management system documentation	- required personnel 3.2 Seek and respond to feedback from required personnel 3.3 Analyse use of knowledge management system and determine its effectiveness against organisational requirements 3.4 Implement required process improvements and confirm organisational requirements are met 3.5 Obtain final task sign off from required personnel

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Oral communication	Uses listening and questioning techniques to articulate information and requirements using detailed language
Reading	Recognises and interprets textual information to determine client information requirements
Writing	Prepares documentation detailing gathered information and proposed improvements using instructional language
Teamwork	Participates in complex formal and informal conversations relevant to own role, initiating and taking the lead where appropriate in the context of gathering information and feedback from the client and staff
Planning and organising	Takes responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others
Problem solving	Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against the agreed criteria
Technology	Identifies key principles and concepts underpinning the design and operation of digital systems and tools

Unit Mapping Information

Supersedes and is equivalent to ICTDBS501 Monitor and improve knowledge management system.

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 ICTDBS505 Monitor and improve knowledge management systems

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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:

- monitor and implement at least three improvements to an existing knowledge management system.

In the course of the above, the candidate must:

- define success metrics
- track, document and define improvements made.

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:

- practices for information management within an organisation
- information sources available within an organisation
- industry standard knowledge management systems
- database structures and their construction
- procedures for monitoring and reviewing knowledge managements systems.

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:

- industry software packages
- organisational databases
- information requirements
- information repositories

- industry standard knowledge management systems.

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

Links

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