



Australian Government

ICTDBS602 Develop a knowledge management strategy

Release: 1

ICTDBS602 Develop a knowledge management strategy

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop a knowledge management strategy for an organisation. It includes analysing existing systems, determining requirements, and developing a strategy to meet those requirements.

It applies to individuals who may be managing a knowledge management team, or who are working in a senior role with line management responsibility.

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. Analyse existing knowledge management arrangements	1.1 Identify existing arrangements for the capture and use of knowledge, and information, from both internal and external sources 1.2 Distinguish between arrangements for managing knowledge and information management 1.3 Analyse the importance of knowledge management concepts in the identified organisation 1.4 Evaluate the effectiveness of existing procedures and systems in meeting the needs of clients, organisational aims, objectives, and standards 1.5 Identify the improvements in the organisation's strategic use

ELEMENT	PERFORMANCE CRITERIA
	of knowledge, and prepare a cost-benefit analysis
2. Evaluate knowledge management options	2.1 Investigate the methods for capturing and using knowledge held by people within a business, and identify and evaluate barriers to their use 2.2 Evaluate knowledge management software and make recommendations regarding its usefulness, and likely benefit, to the organisation 2.3 Investigate incentives and reward systems to support knowledge management for their relevance to a business 2.4 Determine non-technical business requirements for maintaining and accessing an integrated knowledge database, according to organisational requirements
3. Develop a knowledge-management strategy	3.1 Develop a knowledge management strategy in consultation with staff for the capture and strategic use of organisational knowledge 3.2 Design business processes to support knowledge management, according to the organisation's knowledge management strategy, and budget 3.3 Plan an executive support system as part of the knowledge management strategy, to improve managerial decision-making according to organisational requirements 3.4 Cost the technology requirements for the implementation of the strategy, and include this costing in knowledge management budgeting 3.5 Design, or redesign, processes for a periodic review of knowledge management within the business in order to ensure ongoing efficiency and effectiveness 3.6 Ensure that the knowledge management strategy meets the organisational requirements identified in its overall business plan, and knowledge management strategy

Foundation Skills

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

Skill	Performance Criteria	Description

Reading	1.1-1.5, 2.1-2.4, 3.1, 3.2	Interprets textual information obtained from a range of sources, and determines how this content may be applied to requirements
Writing	1.5, 2.2, 3.1	Develops content in a manner that supports the purposes and format of the requirements using appropriate structure, layout and specialised technical language
Oral Communication	1.1, 1.3, 1.4, 2.1-2.4, 3.1, 3.4	Uses listening, questioning and summarising techniques to identify needs, and uses specific and clear language when engaging with others
Numeracy	1.5, 3.4	Uses mathematical formulas and calculations to perform a cost-benefit analysis
Get the work done	All	- Uses a mix of intuitive and formal processes to identify key information and issues, evaluate alternative strategies, anticipate consequences, and consider implementation issues and contingencies - Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria - Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, and seeking input and advice from others before taking action - Experiments with the possibilities of new systems, devices, and applications before conducting a more sophisticated analysis of benefits, costs and risks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTDBS602 Develop a knowledge management strategy	ICADBS602A Develop a knowledge management strategy	Updated to meet Standards for Training Packages. Minor edits to clarify intent of the performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTDBS602 Develop a knowledge management strategy

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Performance Evidence

Evidence of the ability to:

- choose a knowledge management option that meets organisational requirements
- develop a knowledge management strategy able to be implemented.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the importance of knowledge management in contemporary organisations
- differentiate between the culture of the business versus traditional business models
- explain database design concepts
- identify both internal and external sources of information
- outline legal, ethical and security issues relating to knowledge management
- explain records management principles
- identify relevant government legislation that may affect business operation, especially in regard to:
 - workplace health and safety (WHS)
 - environmental issues
 - equal opportunity
 - industrial relations
 - anti-discrimination
- describe the structures of organisations and their business goals.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the database field of work, and include access to:

- equipment and materials
- industry software packages
- sample organisations suitable for the implementation of knowledge management (including business plans).

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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