



Australian Government

ICTDBS605 Develop knowledge management strategies

Release: 1

ICTDBS605 Develop knowledge management strategies

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 develop knowledge management strategies for an organisation. It includes analysing existing systems, determining requirements, and developing a strategy to meet those requirements.

It applies to those who manage a knowledge management team, or who are working as a senior IT professional with line management responsibilities or similar.

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 capture and use of internal and external sources of knowledge and information 1.2 Determine organisational knowledge management concept requirements 1.3 Evaluate alignment of existing procedures and systems against organisational requirements 1.4 Determine and document knowledge management improvement and upgrade requirements
2. Evaluate knowledge management options	2.1 Investigate industry methods for capturing and using knowledge 2.2 Determine and document organisational benefit of industry standard knowledge management software

ELEMENT	PERFORMANCE CRITERIA
	2.3 Investigate knowledge managements incentives and reward systems 2.4 Determine non-technical knowledge database maintenance and access requirements
3. Develop knowledge management strategy	3.1 Design and document knowledge management executive and user strategy and support processes according to organisational requirements 3.2 Determine and document implementation strategy technology requirements costs 3.3 Determine and document required periodic review processes 3.4 Submit documentation to required personnel 3.5 Seek and respond to feedback and 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
Numeracy	Uses mathematical formulas and calculations to perform a cost-benefit analysis
Oral communication	Uses listening, questioning and summarising techniques to identify needs and articulate complex concepts
Reading	Interprets textual information obtained from a range of sources, and determines how this content may be applied to requirements
Writing	Develops documentation detailing requirements, strategy and implementation plan using appropriate structure, layout and technical programming language
Teamwork	Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, and seeking input and advice from others before acting
Planning and organising	Operates from a broad conceptual plan, developing the operational detail in stages, regularly reviewing priorities and performance during implementation, and identifying and addressing issues
Problem solving	Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria
Self-management	Uses a mix of intuitive and formal processes to identify key information and issues, evaluate alternative strategies, anticipate

SKILL	DESCRIPTION
	consequences, and consider implementation issues and contingencies
Technology	Experiments with the possibilities of new systems, devices, and applications before conducting a more sophisticated analysis of benefits, costs and risks

Unit Mapping Information

Supersedes and is equivalent to ICTDBS602 Develop a knowledge management strategy.

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 ICTDBS605 Develop knowledge management strategies

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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:

- develop a complex knowledge management strategy on at least one occasion.

In the course of the above, the candidate must:

- document processes and outcomes.

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:

- industry standard knowledge management in contemporary organisations
- differentiated impacts of organisational culture and traditional business models
- database design concepts
- internal and external information sources
- legal, ethical and security issues relating to knowledge management
- records management principles
- required government legislation that may affect business operation, including:
 - workplace health and safety (WHS) policy
 - environmental issues
 - equal opportunity
 - industrial relations
 - anti-discrimination
- organisational structures and business goals.

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 standard equipment and materials
- industry standard software packages
- sample organisations suitable for the implementation of knowledge management
- organisational deliverables and requirements.

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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