



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>