



Australian Government

ICTICT410 Conduct post-implementation ICT system reviews

Release: 1

ICTICT410 Conduct post-implementation ICT system reviews

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 plan and execute an information and communications technology (ICT) system review following implementation at a point where the system has been operational for some time.

It applies to individuals working in a range of ICT development roles in small to medium enterprises (SMEs) and who are required to review the success of a project with a view to contributing to best practice for future projects.

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

Unit Sector

General ICT

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. Schedule review	1.1 Review organisational guidelines and criteria procedures to identify system implementation results 1.2 Convert the review process into specific criteria 1.3 Contact the appropriate person to schedule timing and venue of review 1.4 Prepare work schedule for the review, based on organisational guidelines, identifying action, items and staff involved 1.5 Contact appropriate vendor and other organisations regarding support or service commitments

ELEMENT	PERFORMANCE CRITERIA
2. Carry out review	2.1 Explain the purpose of the review to stakeholders 2.2 Use techniques to obtain data on the areas under review
3. Document and publish results	3.1 Document and record information relating to the system review 3.2 Distribute review results and related documentation to stakeholders 3.3 Gather feedback from stakeholders about the review document 3.4 Schedule additional meetings and discuss the review findings with stakeholders 3.5 Finalise recommendations and action items from the review and distribute to appropriate person

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, 3.3	Identifies and analyses system specific data, output and feedback containing technical terminology to identify system implementation results
Writing	1.2, 1.4, 2.2, 3.1, 3.5	- Uses plain English and appropriate questioning strategies, avoiding loaded or leading questions, when developing information gathering documentation - Employs vocabulary, grammatical structures, appropriate terminology, formatting and structure relevant to the specific task and organisation to develop review criteria, create a schedule and produce reports
Oral Communication	1.1, 1.3-1.5, 2.1, 2.2, 3.3-3.5	- Uses plain English to articulate review and scheduling requirements, and applies effective listening and questioning techniques to elicit data and feedback - Participates in a verbal exchange of ideas/solutions and uses detailed and clear language to clarify and present information according to requirements and

		audience
Interact with others	3.2, 3.5	Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Navigate the world of work	1.1, 1.4	Complies with explicit organisational policies and procedures
Get the work done	1.1, 1.4, 2.2, 3.3-3.5	- Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency - Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks - Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT410 Conduct post-implementation ICT system reviews	ICAICT410A Conduct post-implementation IT system reviews	Updated to meet Standards for Training Packages. Minor edit to title.	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 ICTICT410 Conduct post-implementation ICT system reviews

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Performance Evidence

Evidence of the ability to:

- plan a review of a system after the implementation has been completed and has been operational for some time
- carry out the review
- document the results.

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:

- identify client business domain
- identify current industry accepted hardware and software products
- discuss implementation process and issues
- compare review techniques
- identify specific project concerned
- discuss role of stakeholders and the degree of stakeholder involvement in a review.

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 general information and communications technology (ICT) industry, and include access to:

- a personal computer (PC) where software installation may be performed
- use of software currently used in industry
- documents detailing organisational style guide or policies

- server and workstation hardware and software
- an internet connection
- an operational system and specifications.

Assessors must satisfy NVR/AQTF assessor requirements.

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