



Australian Government

ICTICT413 Relate to clients on a business level

Release: 1

ICTICT413 Relate to clients on a business level

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 formulate, implement, monitor and adjust service level agreements (SLAs).

It applies to individuals who are competent in a wide range of general information and communications technologies (ICT) and provide ICT support to small to medium enterprises (SMEs).

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. Prepare for development of SLA	1.1 Research organisational service standards, values and culture in order to understand the organisational environment 1.2 Investigate and document the goods and services provided by the organisation 1.3 Review current service level agreements (SLAs) if appropriate
2. Develop SLA for consultation	2.1 Research client service needs and preferred level of service 2.2 Determine level of service to be provided to the client 2.3 Develop a draft SLA for the client that incorporates quality, time, target performance and cost specifications

ELEMENT	PERFORMANCE CRITERIA
3. Negotiate client support service	3.1 Conduct a session with the client and present the draft SLA in a clear, concise and comprehensive manner 3.2 Present proposed cost and timeframes to the client 3.3 Negotiate terms with client and record alterations if required 3.4 Clarify areas of uncertainty or disagreement 3.5 Document terms of service negotiated with client, and refer document to appropriate person for approval and feedback
4. Monitor, adjust and implement procedures to maintain client focus	4.1 Assess progress in achieving client support service targets, using organisational systems and procedures 4.2 Gather client feedback to improve the provision of client support services where appropriate 4.3 Make adjustments to client support service based on client feedback and in line with organisational guidelines 4.4 Document changes to SLA and report changes 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	1.1-1.3, 2.1, 4.1, 4.2	Identifies and evaluates complex business documentation in a variety of formats containing technical terminology and financial information to identify organisational standards, SLA requirements and client feedback
Writing	2.3, 3.5, 4.3, 4.4	Uses plain English, correct spelling, appropriate grammatical structures and terminology, numerical and financial information, and formatting and document structure relevant to the job role and organisation to develop SLAs
Oral Communication	1.1, 1.2, 2.1, 2.2, 3.1-3.4, 4.1, 4.2, 4.4	- Elicits client requirements and organisational information by using effective listening and questioning techniques - Employs a courteous manner, detailed and clear language, appropriate tone, style, and body

		language, and effective listening and questioning techniques together with reflective responses to present information and negotiate SLAs
Numeracy	2.2, 2.3, 3.1- 3.5, 4.1, 4.3, 4.4	Interprets and analyses financial and numerical information from organisational documentation, and uses fractions, decimals and percentages to calculate timelines and cost specifications for SLAs
Interact with others	3.5	Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Navigate the world of work	1.1, 4.1, 4.3	Recognises and responds to both explicit and implicit protocols within familiar work contexts
Get the work done	1.2, 2.2, 2.3, 4.1-4.3	- Develops plans to manage relatively complex tasks with an awareness of how they may contribute to longer term operational and strategic goals - Takes responsibility for the outcomes of routine decisions related directly to own role

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT413 Relate to clients on a business level	ICAICT413A Relate to clients on a business level	Updated to meet Standards for Training Packages	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 ICTICT413 Relate to clients on a business level

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Performance Evidence

Evidence of the ability to:

- negotiate client support service provision
- formulate and document a service level agreement (SLA)
- implement the service level agreement
- meet client requirements for support service within quality, time, target performance and cost parameters.

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:

- discuss business practices, including:
 - change management
 - information gathering techniques
 - planning process, including development of information and communications technology (ICT) business solutions
 - the process for the preparation of reports
- outline the general features and vendor product directions of current industry accepted hardware and software products
- explain the legal principles of commercial contracts and service level agreements
- outline relevant organisational policies, plans and procedures, including contracting
- discuss theoretical concepts relating to negotiation and business relationships.

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 ICT industry, and include access to:

- organisational policies, procedures and SLAs for the ICT industry
- contexts for negotiating SLAs
- current ICT hardware and software products.

Assessors must satisfy NVR/AQTF assessor requirements.

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