



Australian Government

ICTICT429 Determine and confirm client business requirements

Release: 1

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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 determine client business system requirements and verify the accuracy of information gathered.

It applies to Information and Communications Technology (ICT) personnel who are required to analyse client expectations and needs, as well as recommending business system changes. Clients can be internal and external and include a range of team members and staff.

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. Determine context of business needs and problems	1.1 Identify business problem to be investigated, including determining system boundaries, scope and development methodology to be used 1.2 Choose information gathering method and develop questions according to business problem 1.3 Develop objectives, prioritise activities and discuss expected outcomes to be achieved with required personnel 1.4 Document business problem, chosen information gathering method, objectives and expected outcomes according to organisational procedures 1.5 Submit documentation to required personnel
2. Gather information	2.1 Use chosen information gathering methods and identify

ELEMENT	PERFORMANCE CRITERIA
	users of system and problems they encounter 2.2 Consult, record and confirm business system requirements with client according to organisational procedures 2.3 Analyse gathered information and establish problem specifications 2.5 Identify and document new system requirements and problems 2.4 Analyse physical requirements and identify changes required to implement new systems
3. Confirm system specifications	3.1 Check system requirements documentation and confirm it meets client business needs with required personnel 3.2 Submit documentation for client review and verification 3.3 Make changes to documentation as required and indicated by client 3.4 Submit documentation to client and required personnel for final approval and sign-off

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria

SKILL	DESCRIPTION
Reading	- Identifies, analyses and evaluates information from a variety of sources containing complex systems related terminology - Interprets a range of texts to determine system performance requirements and establish solutions
Writing	Uses spelling and grammar, plain English and systems related text and terminology to develop information gathering tools and document recommendations
Oral Communication	Uses listening and questioning techniques and systems related terminology to elicit information and liaise with clients
Planning and organising	Takes responsibility for planning and organising own workload and identifies ways of sequencing and combining elements
Problem-solving	Identifies and takes responsibility for addressing predictable and some less predictable problems in familiar work contexts
Technology	Identifies the purposes, specific functions and key features of common digital systems and tools and provides advice on systems and data gathering products

Unit Mapping Information

Supersedes and is equivalent to ICTICT401 Determine and confirm client business requirements.

Links

Companion Volume Implementation Guide is found on VETNet -

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