



Australian Government

ICTICT437 Conduct post-implementation ICT system reviews

Release: 1

ICTICT437 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 6.0.

Application

This unit describes the skills and knowledge required to plan and execute Information and Communications Technology (ICT) system reviews 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. Prepare to review ICT system	1.1 Identify criteria procedures and system implementation results according to organisational guidelines 1.2 Determine review method according to organisational requirements 1.3 Determine time frame of review and communicate with required personnel 1.4 Prepare work schedule for review according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
2. Document and conduct systems review	2.1 Document review purpose and process according to organisational requirements 2.2 Distribute document to required personnel 2.3 Conduct systems review according to systems review plan 2.4 Implement data retrieval methods according to systems review plan
3. Document and publish review findings	3.1 Document systems review findings according to organisational requirements 3.2 Distribute review results to required personnel 3.3 Seek and respond to feedback 3.4 Obtain final review sign off from required personnel 3.5 Lodge finalised review document according to organisational policies and procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Oral communication	Uses listening and questioning techniques to elicit data, articulate review and scheduling requirements and obtain feedback
Reading	Identifies and analyses system specific data, output and feedback containing technical terminology to identify system implementation results
Writing	Uses vocabulary, grammatical structures, applicable terminology, formatting and structure applicable to specific task and organisation to develop review criteria, create a schedule and produce reports
Teamwork	Uses required form, channel and mode of communication for a specific purpose applicable to own role
Planning and organising	Takes responsibility for planning and organising own workload and identifying ways of sequencing and combining elements
Problem solving	Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context
Self-management	Complies with explicit organisational policies and procedures
Technology	Identifies purposes, specific functions and key features of common digital systems and tools, and operates them to complete

SKILL	DESCRIPTION
	routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTICT410 Conduct post-implementation ICT system reviews.

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 ICTICT437 Conduct post-implementation ICT system reviews

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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:

- plan, conduct and communicate one review of an established and operational system.

In the course of the above, the candidate must:

- document systems review plan, finalised process and results.

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:

- key organisational policies, procedures and documentation required to conduct post-implementation ICT systems reviews, including those related to:
 - organisational business domain
 - implementation process and issues
 - project and review methodologies and deliverables
 - document lodgement standards
- industry standard hardware and software products required when conducting post-implementation ICT systems reviews.

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:

- required hardware where software installation may be performed
- use of industry standard software, including server and workstation hardware and software

- documents detailing organisational guidelines and policies for conducting post-implementation ICT system reviews
- internet connection
- operational system and specifications.

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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