



Australian Government

ICTICT501 Research and review hardware technology options for organisations

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 1.0.

Application

This unit describes the skills and knowledge required to research and evaluate existing and emerging technologies and hardware solutions to support organisational strategic goals.

It applies to individuals in senior roles who administer and manage information and communications technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general ICT technologies.

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 organisational needs	1.1 Establish organisational needs and selection criteria for new technology 1.2 Review strategic goals and determine future requirements 1.3 Assess physical infrastructure and financial parameters against strategic goals
2. Research vendors, suppliers and ICT industry specialists	2.1 Determine suitable suppliers and vendors 2.2 Source information from suppliers and vendors 2.3 Assess vendor information against industry standards 2.4 Review emerging standards and applications for

ELEMENT	PERFORMANCE CRITERIA
	compatibility with supplier and vendor information
3. Evaluate and report on hardware technology options	3.1 Review and test hardware to identify suitability for organisational requirements 3.2 Identify possible project risks associated with identified hardware 3.3 Document findings in a report and present 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
Learning	2.1-2.4	Investigates, evaluates and applies information from a range of complex and technical texts to expand own knowledge in order to identify hardware technology that will support strategic goals
Reading	1.1-1.3, 2.1-2.4, 3.1-	Identifies, interprets and evaluates technical online and hard copy documentation containing complex terminology and diagrams to identify hardware technology that will benefit the organisation
Writing	3.3	Uses correct spelling and grammar, and specialised, cohesive language in a format and style appropriate to the specific audience to present an evaluation of hardware technology
Oral Communication	1.1-1.3, 2.1, 2.2, 2.4, 3.1, 3.2	- Uses effective listening and questioning techniques, and clear, easy-to-understand language, and translates technical terminology into plain English when clarifying strategic goals and assessing project risks - Uses large range of technical terminology when eliciting information about new and emerging hardware technologies
Numeracy	1.3, 3.2	Interprets financial information and applies mathematical calculations relating to time constraints and budgetary information
Navigate the	2.3, 2.4	Considers the implications of organisational policies

world of work		and procedures when planning and undertaking work
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
Get the work done	1.1-1.3, 2.1, 3.1, 3.2	- Applies formal processes when planning more complex tasks, producing plans with logically sequenced steps and reflecting some awareness of resource constraints - Demonstrates a sophisticated understanding of principles, concepts, language and practices associated with the digital world and uses these to troubleshoot and understand the uses and potential of new technology

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT501 Research and review hardware technology options for organisations	ICAICT501A Research and review hardware technology options for organisations	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 ICTICT501 Research and review hardware technology options for organisations

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Performance Evidence

Evidence of the ability to:

- analyse and plan approaches to technical problems or management requirements
- access and convey conceptual information regarding emerging technology in relation to organisational needs
- evaluate information, using it to forecast for planning or research purposes
- recommend technology options
- document findings in a report.

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:

- describe and explain the business planning process relevant to researching technology
- outline and explain client business needs that can be satisfied by the provision of information and communications technology (ICT) products and services
- describe and outline current business practices in preparing reports
- identify and outline current industry and technology information sources
- outline general features and capabilities of current industry accepted hardware, cabling and software products, and identify emerging trends and product design
- discuss equipment performance benchmarking
- identify industry networks, key individuals and organisations within the ICT industry
- identify information gathering techniques
- outline quality assurance practices to promote reliable investigation processes
- identify vendor product directions:
 - access and security products
 - next generation networks

- self-configuring asymmetric digital subscriber line (ADSL) or cable modem-router-switch for the small office/home office (SOHO) market
- wireless standards.

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:

- network or computer layout documentation and premises plans
- network components
- equipment specifications
- organisational guidelines
- business plan or model
- journals of industry and professional associations
- relevant standards.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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