



Australian Government

ICTICT506 Implement process re-engineering strategies

Release: 1

ICTICT506 Implement process re-engineering strategies

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 consider a variety of potential process re-engineering strategies and to make appropriate selections for implementation in an organisation.

It applies to individuals who are senior information and communications technology (ICT) staff required to implement system redesign, and administer and manage ICT support in 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. Develop process re-engineering strategies	1.1 Research and determine target process for re-engineering action 1.2 Develop process re-engineering plan 1.3 Determine and document strategic importance of process 1.4 Establish and document performance standards and benchmarks for new process 1.5 Seek feedback and suggestions from client on proposed process re-engineering
2. Implement process	2.1 Compare suggestions with process re-engineering plan to

ELEMENT	PERFORMANCE CRITERIA
re-engineering strategies	determine suitability for business requirements 2.2 Incorporate suggestions where appropriate 2.3 Implement new process into business structure and leave sufficient scope for changing capacity or upgrades
3. Monitor organisational context	3.1 Monitor new process to measure performance levels 3.2 Determine and document benefits of the new process to the business 3.3 Identify and document training needs for staff 3.4 Analyse cultural and political impact of the new process 3.5 Document new process and disseminate information 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	1.2-1.4, 2.1, 3.2, 3.4	Identifies, analyses and evaluates complex online and hard copy documentation containing specific terminology, diagrams and numerical information to develop process re-engineering strategies and determine the benefits and impact of the process on the business
Writing	1.2-1.5, 2.2, 3.2, 3.3, 3.5	Uses plain English, appropriate grammatical structures and terminology, diagrams and flow charts, numerical information, and formatting and document structure relevant to the job role and organisation
Oral Communication	1.1, 1.5, 2.3, 3.1, 3.3, 3.5	- Articulates implementation requirements and strategies clearly, using appropriate tone, style, body language and reflective responses - Uses effective listening and questioning techniques to elicit feedback and to ensure understanding of the implementation process has occurred
Numeracy	1.4, 3.1	Interprets and analyses numerical and budgetary information, and applies mathematical calculations to evaluate the benefits of the process re-engineering on

		the business
Navigate the world of work	1.4, 2.1, 3.5	- Contributes to roles and responsibilities of self and others - Modifies or develops organisational policies and procedures to comply with legislative requirements and organisation goals
Interact with others	1.5, 3.3-3.5	- Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts - Elicits feedback and provides feedback to others in order to improve self or workgroup behaviours
Get the work done	1.1-1.4, 2.1-2.3, 3.1-3.5	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities - Applies systematic and analytical decision making processes for complex and non-routine situations - Investigates new and innovative ideas as a means to continuously improve work practices and processes through consultation and formal and analytical thinking - Uses and investigates new digital technologies and applications to manage and manipulate data and communicate effectively with others in a secure and stable digital environment

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT506 Implement process re-engineering strategies	ICAICT506A Implement process re-engineering strategies	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 ICTICT506 Implement process re-engineering strategies

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Performance Evidence

Evidence of the ability to:

- develop and document a re-engineering process that supports organisational objectives
- take into consideration the complex interdependencies between organisational and external drivers
- implement a re-engineering process
- monitor and analyse the impact of the process in the organisation.

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 case preparation process and how it can be applied to developing organisational strategies
- identify and summarise relevant laws and standards as they apply to process re-engineering strategies, including:
 - benchmarks
 - copyright
 - intellectual property
 - ethics
 - cultural and political diversity
- outline the impact that new processes may have on an organisation
- outline procedures relating to consulting internally and externally.

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 process re-engineering plan
- analysis software
- e-business models
- modelling software
- an organisational strategy
- an organisational structure and culture
- a personal computer (PC)
- stakeholder analysis.

Assessors must satisfy NVR/AQTF assessor requirements.

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