



Australian Government

ICTICT510 Determine appropriate ICT strategies and solutions

Release: 1

ICTICT510 Determine appropriate ICT strategies and solutions

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 analyse the information and communications technology (ICT) goals, objectives and future requirements for an organisation and determine the best ICT systems solution.

It applies to individuals who administer and manage ICT support and participate in the development of strategic initiatives 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. Evaluate ICT needs of the organisation	1.1 Conduct an analysis process that determines the organisation's current needs and projected ICT requirements 1.2 Review the organisational environment and relevant industry changes and trends 1.3 Determine ICT goals, objectives and future requirements 1.4 Prepare information for appropriate person to determine scope with top-level management
2. Contribute to the development of the project goals and	2.1 Determine project scope according to agreed brief 2.2 Align project goals with the ICT goals of the organisation 2.3 Determine impact that system or changes will have on the

ELEMENT	PERFORMANCE CRITERIA
objectives	organisation 2.4 Document project, goals and impact of changes according to requirements
3. Determine best ICT systems solution	3.1 Evaluate a range of ICT systems solutions according to project goals 3.2 Define high-level hardware, software and communications environment necessary for the proposed systems solution 3.3 Develop a feasibility study and a cost-benefit analysis of the proposed solution 3.4 Ensure that the proposed solution aligns with the organisation's strategic plan 3.5 Forward feasibility study and cost-benefit analysis document to appropriate person for approval and sign-off

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, 2.1-2.3, 3.1, 3.4	Identifies, interprets and evaluates a wide range of organisational documentation, financial and statistical data, and technical documentation containing complex terminology and diagrams
Writing	1.4, 2.4, 3.2, 3.3	Uses correct spelling, vocabulary, grammatical structures, ICT specific terminology and document structure relevant to the type of documentation being produced
Oral Communication	1.1-1.3, 2.1- 2.3, 3.1, 3.3, 3.4	- Elicits the views and opinions of others and obtains information by using effective listening and probing, open questioning techniques - Participates in a verbal exchange of ideas/solutions and uses detailed and clear language to clarify and present information according to requirements and audience
Numeracy	1.2-1.4, 2.1-2.4, 3.3	Interprets and analyses a range of statistical and financial data relating to products, equipment and integration costs

		Uses a range of software tools to apply statistical and financial functions, and prepare a cost-benefit analysis
Navigate the world of work	3.4	With reference to the organisation's strategic plan, understands how own role meshes with others and contributes to broader work goals
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, 2.1-2.3, 3.1-3.3	- Uses a combination of formal and logical planning processes and an increasingly intuitive understanding of context to evaluate cost benefits and appropriate solutions - Takes responsibility for high-impact decisions in complex situations involving many variables and constraints - Considers the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT510 Determine appropriate ICT strategies and solutions	ICAICT510A Determine appropriate IT strategies and solutions	Updated to meet Standards for Training Packages. Minor edit to title	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 ICTICT510 Determine appropriate ICT strategies and solutions

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Performance Evidence

Evidence of the ability to:

- analyse the organisation's current needs and projected information and communications technology (ICT) requirements
- determine the impact of system changes on the organisation
- evaluate and recommend ICT strategies and systems solutions to meet business objectives
- develop a feasibility study and cost-benefit analysis of proposed solution.

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:

- outline two or more current industry systems development methodologies
- summarise the business planning process relevant to the development of an ICT business solution
- outline current business practices for:
 - preparing business reports
 - facilitation of group interviews
- identify and describe quality assurance practices for ICT solutions
- discuss general features and capabilities of current industry accepted hardware and software products
- describe feasibility studies and cost-benefit analyses in relation to ICT strategies and solutions
- identify information sources for a cost-benefit analysis
- summarise the role and degree of stakeholder involvement in development of the ICT strategy
- describe specific client business requirements in relation to proposed ICT solutions.

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:

- a site where ICT strategies and solutions may be developed
- detailed information relating to current needs and project requirements of the business
- outcomes of the business analysis process
- client expectations brief
- business risks and objectives
- a range of ICT business solutions.

Assessors must satisfy NVR/AQTF assessor requirements.

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