



Australian Government

ICTICT511 Match ICT needs with the strategic direction of the enterprise

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 ensure information and communications technology (ICT) services meet current and future internal operational enterprise requirements.

It applies to individuals whose responsibilities may include maintaining and supporting critical infrastructure for objectives in small-to-medium sized organisations.

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 current business strategy	1.1 Analyse current strategic plan of the organisation to understand the industry environment and current organisational goals 1.2 Compare information related to current operational practices and the strategic plan to determine possible ICT gaps and improvement opportunities 1.3 Report information regarding the effect of ICT developments to an appropriate person
2. Evaluate effect of	2.1 Review information on current ICT systems supported by

ELEMENT	PERFORMANCE CRITERIA
changes	the organisation 2.2 Compare and document advantages and disadvantages of current and proposed ICT systems 2.3 Determine the objectives and implications of introducing changes 2.4 Document findings and forward to appropriate person for feedback
3. Develop action plans	3.1 Develop plans to implement proposed changes according to organisational policy and procedures 3.2 Document action plans, ensuring that standards, targets and implementation methods are detailed 3.3 Forward documentation to appropriate person for feedback and approval

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, 1.2, 2.1, 2.2	Reviews, analyses and evaluates complex online and hard copy documentation containing ICT specific terminology, diagrams and numerical information to determine ICT gaps and improvement opportunities
Writing	1.3, 2.2, 2.4, 3.1, 3.2	Uses plain English, together with vocabulary, grammatical structures, terminology, diagrams, numerical information, formatting and structure relevant to the job role and organisation
Oral Communication	1.3, 2.3, 3.1	- Uses plain English, translating technical terminology when necessary, to communicate with a range of personnel and determine objectives, articulate ideas and requirements, and develop plans - Elicits information using effective listening and questioning techniques
Numeracy	1.1, 1.2, 2.2, 2.3, 3.1	Interprets numerical data and applies mathematical calculations to assess the financial implications of introducing changes

Navigate the world of work	1.1, 3.1	• Takes full responsibility for following policies, procedures and legislative requirements, and identifies organisational implications of new legislation or regulation • Seeks to improve policies and procedures to better meet organisational goals
Interact with others	1.3, 2.4, 3.3	• Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts • Collaborates with others sharing information to build strong work groups and avoid behaviours that are not conducive to a productive environment
Get the work done	1.1-1.3, 2.2, 2.3, 3.1	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness • 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
ICTICT511 Match ICT needs with the strategic direction of the enterprise	ICAICT511A Match IT needs with the strategic direction of the enterprise	Updated to meet Standards for Training Packages. Minor edits to title and to clarify intent of performance criteria	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 ICTICT511 Match ICT needs with the strategic direction of the enterprise

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Performance Evidence

Evidence of the ability to:

- access and analyse relevant information on changes to technology and resources
- analyse strategic plans to determine future technology needs
- monitor resource use and cost-efficiency and effectiveness of technology
- develop and document action plan detailing standards, targets, timelines and implementation methods.

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:

- identify methods of analysis and planning approaches to technical problems and management requirements
- assess and document the hardware platform used by the organisation and network, and the subsequent security guidelines required
- explain current system functionality to forecast for planning
- identify and specify operating systems supported by the organisation to forecast for planning
- compare competing and complementary internal and external operating environments
- identify and assess technology and product directions for evaluating and forecasting vendor and technology trends.

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 site where ICT needs and strategic directions of the enterprise may be coordinated
- detailed information relating to a business strategic plan
- information on a range of ICT business solutions.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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