



Australian Government

ICTICT512 Plan process re-engineering strategies for business

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 select a process to be re-engineered, to plan for its re-engineering, and to understand the strategic, organisational and change context in which it is to be re-engineered.

It applies to individuals working in senior positions in the knowledge management or systems development field who are required to evaluate existing organisational workflows and processes with a view to redesigning them to achieve a defined business outcome.

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. Select the process to be re-engineered	1.1 Identify major processes that require re-engineering 1.2 Identify boundaries, stakeholders and strategic importance of each process 1.3 Prioritise each process according to its level of performance 1.4 Select a process to re-engineer and document the decision making process
2. Identify the strategic context	2.1 Determine purpose of the selected process and where it fits into the business strategy 2.2 Evaluate the scope of the process, including stakeholder and

ELEMENT	PERFORMANCE CRITERIA
	strategic impact 2.3 Identify potential risks 2.4 Define broad objectives of the new process 2.5 Model the new process, taking into account client expectations, cooperation across boundaries and process flow 2.6 Analyse changes to organisational structures, technical requirements, training needs, cultural and political impact and communication channels 2.7 Document new process and impact of changes
3. Design the new process	3.1 Develop key performance indicators and implementation responsibilities for the new process 3.2 Communicate information to appropriate person 3.3 Prepare a process re-engineering plan to document stages 3.4 Submit process re-engineering plan to appropriate person for 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, 1.2, 2.1-2.3, 2.6	Identifies, analyses and evaluates complex online and hard copy documentation containing specific terminology, diagrams and numerical information
Writing	1.4, 2.5, 2.7, 3.3	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, 1.2, 1.4, 2.1, 2.3, 2.5, 3.2, 3.4	- Articulates research and resource requirements clearly and directs discussions to elicit information and the views and opinions of others by using effective listening and open questioning techniques - Uses a range of verbal responses and makes comparisons that show an understanding of topics and concepts

Numeracy	1.3, 1.4, 2.2, 2.3, 2.5-2.7	Interprets numerical information and applies mathematical calculations and financial functions to analyse financial information
Interact with others	3.2, 3.4	Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Get the work done	1.1-1.4, 2.1-2.6, 3.1	- Uses a combination of formal and logical planning processes and an increasingly intuitive understanding of context to determine 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
ICTICT512 Plan process re-engineering strategies for business	ICAICT512A Plan process re-engineering strategies for business	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 ICTICT512 Plan process re-engineering strategies for business

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Performance Evidence

Evidence of the ability to:

- document the re-engineering selection and decision making process
- prepare an analysis, documenting the impact of changes to the organisation
- plan the re-engineering of the process in a manner that supports the strategic, organisational and change context of the process to be re-engineered
- design the new process, including key performance indicators and implementation responsibilities
- prepare a process re-engineering plan.

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 and summarise copyright and intellectual property implications
- discuss and explore e-commerce and industry standards pertinent to business strategies
- describe the process required for organisational development and structure
- summarise the organisational strategy development process
- describe the stakeholder liaison and negotiation process.

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:

- an organisational structure and culture

- an organisational strategy
- stakeholder analysis
- e-business models
- a personal computer (PC)
- analysis software and modelling software currently used in industry.

Assessors must satisfy NVR/AQTF assessor requirements.

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