



Australian Government

ICTICT515 Verify client business requirements

Release: 1

ICTICT515 Verify client business requirements

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 deal with clients at a senior level, to identify their business requirements and verify the accuracy of the information gathered.

It applies to individuals who are senior information and communications technology (ICT) personnel operating with a high degree of autonomy for managing activities.

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. Establish business relationship	1.1 Identify organisational structure, culture and politics in relation to support requirements 1.2 Identify organisational stakeholders 1.3 Develop business relationship with client across the appropriate number of organisational units 1.4 Schedule regular liaison to manage relationship
2. Determine context of business need or problem	2.1 Work with client to define the business problem to be investigated 2.2 Establish system boundaries and scope 2.3 Manage preparation of appropriate information gathering

ELEMENT	PERFORMANCE CRITERIA
	2.4 Ensure that project objectives and outcomes are documented 2.5 Work with client to substantiate documentation
3. Analyse new information	3.1 Supervise information gathering from identified clients of the system 3.2 Analyse gathered client responses 3.3 Analyse new system requirements 3.4 Ensure that new system requirements and problems are documented
4. Confirm system specifications	4.1 Review documentation 4.2 Work with client to verify system specifications, updating documentation as required 4.3 Obtain final approval and sign-off from client

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, 2.5, 3.2, 3.3, 4.1	Identifies, analyses and evaluates complex and technical online and hard copy documentation containing specific terminology, diagrams and numerical information to identify organisational requirements, analyse business problems and identify solutions
Writing	1.4, 2.3-2.5, 3.4, 4.2	- Uses plain English and appropriate questioning strategies, avoiding loaded or leading questions, when developing information gathering documentation - 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 to record new system requirements and associated risks
Oral	1.1-1.3, 2.1, 2.2,	Elicits the view and opinions of others and obtains information by listening and questioning

Communication	2.5, 3.1, 4.2, 4.3	- Participates in a verbal exchange of ideas/solutions and uses detailed and clear language to clarify and present information according to requirements and audience - Articulates requirements and strategies clearly, using appropriate tone, style, body language and reflective responses to build business relationships
Numeracy	2.2-2.5, 3.3, 4.2	Interprets numerical information and applies mathematical calculations relating to time durations and budgetary information
Interact with others	1.3, 4.3	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, 1.2, 1.4, 2.2, 2.3, 3.2, 3.3	- Uses a combination of formal and logical planning processes and an increasingly intuitive understanding of context to evaluate 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
ICTICT515 Verify client business requirements	ICAICT515A Verify client business requirements	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 ICTICT515 Verify client business requirements

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Performance Evidence

Evidence of the ability to:

- establish business relationship through investigation of the organisation and interviews with client and staff
- determine and document business expectations and needs, including critical business requirements
- work with clients and staff to gather, analyse and confirm information contributions
- review and gain approval for system specifications.

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 the process of communicating with the client in order to gather and report data
- provide an overview of the client business to enable informed information and communications technology (ICT) product selection
- describe the process used to identify products related to the business
- outline the role of stakeholders and the degree of stakeholder involvement.

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:

- current business needs
- client expectations brief
- business objectives

- systems, data gathering and appropriate software products.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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