



Australian Government

ICTICT518 Research and review hardware technology options for organisations

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 6.0.

Application

This unit describes the skills and knowledge required to research and evaluate existing and emerging technologies and hardware solutions to support organisational strategic goals.

The unit applies to those in senior roles who administer and manage information and communications technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general ICT technologies.

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. Determine organisational needs	1.1 Establish organisational requirements and selection criteria for new technology 1.2 Review strategic goals and determine future requirements 1.3 Assess physical infrastructure and financial parameters against strategic goals 1.4 Determine and document organisational technology requirements
2. Research vendors and suppliers	2.1 Identify supplier and vendor options according to organisational technology requirements

ELEMENT	PERFORMANCE CRITERIA
	2.2 Source information from suppliers and vendors 2.3 Assess vendor information against industry standards 2.4 Review emerging standards and applications for compatibility with supplier and vendor information 2.5 Select suppliers and vendors according to organisational requirements
3. Evaluate and report on hardware technology options	3.1 Review and test hardware and confirm it meets organisational requirements 3.2 Identify project risks associated with identified hardware 3.3 Document findings in a report and present to required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Identifies, interprets and evaluates technical online and hard copy documentation containing complex terminology and diagrams to identify hardware technology that will benefit the organisation
Writing	Uses specialised, cohesive language to present an evaluation of hardware technology to a specific audience
Numeracy	Interprets financial information and applies mathematical calculations relating to time constraints and budgetary information
Self-management	Recognises and identifies the implications of organisational policies and procedures when planning and undertaking work
Teamwork	Identifies the requirements of important communication exchanges, selecting channels, format, tone and content according to purpose and audience
Planning and organising	Applies formal processes when planning more complex tasks, producing plans with logically sequenced steps and reflecting some awareness of resource constraints
Technology	Demonstrates a sophisticated understanding of principles, concepts, language and practices associated with the digital world and uses these to troubleshoot and understand the uses and potential of new technology

Unit Mapping Information

Supersedes and is equivalent to ICTICT501 Research and review hardware technology options for organisations.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTICT518 Research and review hardware technology options for organisations

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify hardware technology improvements for an organisation on at least one occasion, including:
 - analysing and planning approaches to technical problems and management requirements
 - accessing and conveying conceptual information regarding emerging technology in relation to organisational needs
 - forecasting future needs for planning and research purposes and recommending technology options
 - documenting findings in a report and seeking and responding to feedback.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of business planning processes applicable to researching technology
- client business needs that can be satisfied by the provision of information and communications technology (ICT) products and services
- current business practices for preparing reports
- current industry and technology information sources
- general features and capabilities of current industry accepted hardware, cabling and software products, and emerging trends and product design
- equipment performance benchmarking
- industry networks, key individuals and organisations within the ICT industry that influence and report on hardware technology
- information gathering techniques required when researching and reviewing hardware technology options
- quality assurance practices that promote reliable investigation processes

- vendor product directions, including those for:
 - access and security products
 - next generation networks
 - self-configuring asymmetric digital subscriber line (ADSL) or cable modem-router-switch for the small office and home office (SOHO) market
 - wireless standards.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- network and computer layout documentation and premises plans
- network components
- equipment specifications
- organisational guidelines
- business plan or model
- journals of industry and professional associations.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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