



Australian Government

ICTICT524 Determine ICT strategies and solutions 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 analyse Information and Communications Technology (ICT) goals, objectives and future requirements for an organisation and determine the best ICT systems solution.

The unit applies to those 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 Analyse organisation's current needs and projected ICT requirements 1.2 Review organisational environment and relevant industry changes and trends 1.3 Determine ICT goals, objectives and future requirements 1.4 Document outcomes and submit to required personnel and seek and respond to feedback
2. Determine project goals and objectives	2.1 Confirm project scope with required personnel 2.2 Evaluate organisational impact of changes 2.3 Document project, goals and impact of changes according to

ELEMENT	PERFORMANCE CRITERIA
	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 required for proposed systems solution 3.3 Develop a feasibility study and a cost-benefit analysis for proposed solution 3.4 Confirm that proposed solution aligns with organisation's strategic plan 3.5 Submit feasibility study and cost-benefit analysis document to required personnel for approval and sign-off

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 a wide range of organisational documentation, financial and statistical data, and technical documentation containing complex terminology and diagrams
Writing	• Uses ICT specific terminology and structures document according to documentation purpose
Numeracy	• 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
Self-management	• Takes responsibility for high-impact decisions in complex situations involving many variables and constraints
Teamwork	• Identifies the requirements of important communication exchanges, selecting channels, format, tone and content according to purpose and audience
Planning and organising	• Uses a combination of formal and logical planning processes and an increasingly intuitive understanding of context to evaluate cost benefits and appropriate solutions
Technology	• Recognises and identifies the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks

Unit Mapping Information

Supersedes and is equivalent to ICTICT510 Determine appropriate ICT strategies and solutions.

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 ICTICT524 Determine ICT strategies and solutions 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:

- determine Information and Communications Technology (ICT) systems solutions for an organisation according to client requirements on at least one occasion, including:
 - analysing the organisation's current needs and projected ICT requirements
 - determining the impact of system changes on the organisation
 - evaluating and recommending ICT strategies and systems solutions to meet business objectives
 - developing a feasibility study and cost-benefit analysis of proposed solution
 - seeking and responding to feedback throughout the process.

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:

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

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:

- detailed information relating to current needs and project requirements of the business
- client expectations brief
- business risks and objectives.

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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