



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>