



**Australian Government**

# **ICTICT526 Verify client business requirements**

**Release: 1**

# ICTICT526 Verify client business requirements

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

The unit applies to 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<br>1.2 Identify internal and external organisational stakeholders<br>1.3 Develop business relationship with client<br>1.4 Schedule regular liaisons with client to manage relationship |
| 2. Determine context of business need or problem | 2.1 Work with client to define business problem to be investigated<br>2.2 Establish system boundaries and scope according to business requirements<br>2.3 Manage preparation of required information gathering                                                                         |

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

## 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            | <ul style="list-style-type: none"><li>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</li></ul>                                                                                                           |
| Writing            | <ul style="list-style-type: none"><li>Uses questioning strategies, avoiding loaded or leading questions, when developing information gathering documentation</li><li>Uses 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</li></ul> |
| Oral Communication | <ul style="list-style-type: none"><li>Participates in a verbal exchange of ideas and solutions and uses detailed and clear language to clarify and present information according to requirements and audience</li></ul>                                                                                                                                                                                             |
| Numeracy           | <ul style="list-style-type: none"><li>Interprets numerical information and applies mathematical calculations relating to time durations and budgetary information</li></ul>                                                                                                                                                                                                                                         |
| Planning and       | <ul style="list-style-type: none"><li>Uses a combination of formal and logical planning processes and an increasingly intuitive understanding of context to evaluate appropriate</li></ul>                                                                                                                                                                                                                          |

| Skill           | Description                                                                                                                                                                                                                |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| organising      | solutions                                                                                                                                                                                                                  |
| Self-management | <ul style="list-style-type: none"><li>• Takes responsibility for high-impact decisions in complex situations involving many variables and constraints</li></ul>                                                            |
| Technology      | <ul style="list-style-type: none"><li>• Recognises and identifies the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks</li></ul> |

## Unit Mapping Information

Supersedes and is equivalent to ICTICT515 Verify client business requirements.

## 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 ICTICT526 Verify client business requirements

## Modification History

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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:

- verify project specific information for a client on at least one occasion, including:
  - establishing business relationships through investigation of the organisation and interviews with client and staff
  - determining and documenting business expectations and needs, including critical business requirements
  - working with clients and staff to gather, analyse and confirm information contributions
  - reviewing and gaining approval for system specifications.

## 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:

- process for communicating with client in order to gather and report data
- client business requirements relating to Information and Communications Technology (ICT) product selection
- process used to identify products related to the business
- roles and responsibilities of stakeholders.

## Assessment Conditions

conditions are typical of those in a working environment in this industry.

This includes access to:

- client expectations brief
- business objectives
- systems, data gathering and appropriate software products.

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

## **Links**

Companion Volume Implementation Guide is found on VETNet -

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