



Australian Government

ICTICT605 Implement a knowledge management strategy

Release: 1

ICTICT605 Implement a knowledge management strategy

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 implement, monitor and review knowledge management strategies.

It applies to individuals who work in senior information and communications technology (ICT) roles in knowledge management and systems development teams.

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. Implement knowledge management system and procedures	1.1 Foster a culture of sharing knowledge within the business through a system of formal and informal incentives and rewards 1.2 Implement policy and procedures for capturing knowledge within the organisation according to the business knowledge management strategy, and integrate this knowledge into existing business processes to change the enterprise processes 1.3 Model methods of contributing to the organisation's knowledge management system, and provide learning and development opportunities for staff to assist them to contribute and provide feedback 1.4 Provide coaching, mentoring and ongoing support to staff in accessing and using the organisation's knowledge management system according to the business knowledge management

ELEMENT	PERFORMANCE CRITERIA
	strategy 1.5 Manage protection and security of knowledge or information and levels of access according to organisational requirements
2. Maintain business knowledge base	2.1 Monitor input procedures to ensure that sources are tapped and knowledge is captured according to the business knowledge management strategy, and to ensure the effectiveness of accurate data capture 2.2 Collect and analyse data on access and use of the knowledge management system to determine the organisation's strategic use of knowledge 2.3 Implement contingency measures to address shortfalls in the knowledge management system and procedures, according to level of responsibility and authority
3. Review knowledge management system and procedures	3.1 Evaluate the knowledge management system and procedures to ensure they meet the needs of clients, organisational aims, objectives and standards 3.2 Periodically review the organisational knowledge content for accuracy and currency to ensure that it remains in line with organisational requirements 3.3 Identify improvements to the system and to the organisation's strategic use of knowledge in consultation with users, and prepare a cost-benefit analysis with recommendations

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	2.1, 2.2, 3.1, 3.2	Critically evaluates a wide variety of textual information to ensure current accuracy of knowledge bank
Writing	1.3, 3.1, 3.3	Integrates information and ideas from a number of sources using clear, logical document structures, relevant terminology and correct grammatical structures

Oral Communication	1.1–1.5, 2.1–2.3, 3.1–3.3	- Elicits the view and opinions of others and obtains information by using effective listening and probing open questioning techniques - 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, and obtains information by using the appropriate pitch and tone of voice, encouraging body language and reflective responses
Numeracy	2.1, 2.2, 3.1, 3.3	Uses a range of statistical, mathematical and financial calculations and functions, and relevant software tools to interpret data, review knowledge bank efficiency and develop a cost-benefit analysis
Navigate the world of work	1.2, 1.5	Recognises and responds to both explicit and implicit protocols within familiar work contexts and appreciates the importance of identifying and responding to workplace policies and procedures
Interact with others	1.1, 1.4	Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking leadership role on occasion
Get the work done	1.3, 1.5, 2.1–2.3, 3.1, 3.2	- May operate from a broad conceptual plan, developing the operational detail in stages, regularly reviewing priorities and performance during implementation, identifying and addressing issues - Uses each experience to reflect on the ways in which variables impact on decision outcomes - Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account - Recognises critical importance of the ongoing exploration of new ideas to the viability and effectiveness of a work situation - Considers strategic and operational potential of digital trends to achieve work goals, enhance work processes, create opportunities and enhance or reduce risks - May intuitively hone in on problem areas and identify a small set of possible appropriate solutions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT605 Implement a knowledge management strategy	ICAICT605A Implement a knowledge management strategy	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 ICTICT605 Implement a knowledge management strategy

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Performance Evidence

Evidence of the ability to:

- recognise the need for a knowledge management system in a contemporary organisation
- develop and implement a knowledge management system
- manage culture change in the management of knowledge
- review and improve systems and procedures.

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:

- explain the importance of knowledge management in a contemporary organisation
- discuss the difference between the business culture and the business model
- outline database design concepts for management knowledge
- identify and quantify internal and external sources of information
- discuss legal, ethical and security issues relating to knowledge management
- describe records management principles
- determine relevant legislation from levels of government that effect business operation, including:
 - workplace health and safety (WHS)
 - environmental issues
 - equal opportunity
 - industrial relations
 - anti-discrimination
- outline the structure of the business and its relationship to knowledge management.

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 information and communications technology (ICT) industry, and include access to:

- sample organisations and their structure, goals and knowledge requirements
- organisational business plans
- existing knowledge management strategies.

Assessors must satisfy NVR/AQTF assessor requirements.

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