



Australian Government

ICTICT615 Implement knowledge management strategies

Release: 1

ICTICT615 Implement knowledge management strategies

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 implement, monitor and review knowledge management strategies.

The unit applies to those in senior Information and Communications Technology (ICT) roles including 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 Determine formal and informal incentives and reward policy for information knowledge sharing 1.2 Implement knowledge sharing policy according to organisational needs 1.3 Determine methods of contributing to the organisation's knowledge management system 1.4 Determine user support strategies 1.5 Determine knowledge and information protection and security access levels
2. Maintain business knowledge base	2.1 Test input procedures and align to organisational needs 2.2 Collect and analyse data and align to organisational needs

ELEMENT	PERFORMANCE CRITERIA
	2.3 Implement contingency measures and address non-aligned procedures and incorrect data capture
3. Review knowledge management system	3.1 Evaluate knowledge management system procedures against organisational requirements 3.2 Review organisational knowledge content for accuracy and currency 3.3 Determine and document required system improvements

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
Learning	- Demonstrates an understanding the critical importance of the ongoing exploration of new ideas to the viability and effectiveness of a work situation - Uses each experience to reflect on the ways in which variables impact on decision outcomes
Numeracy	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
Reading	Critically evaluates a wide variety of textual information to ensure current accuracy of knowledge bank
Writing	Integrates information and ideas from a number of sources using clear, logical document structures, relevant terminology and correct grammatical structures
Teamwork	Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking leadership role on occasion
Planning and organising	Operate from a broad conceptual plan, developing the operational detail in stages, regularly reviewing priorities and performance during implementation, identifying and addressing issues
Problem solving	- Demonstrates an understanding of the 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

Skill	Description
	• Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account
Self-management	• Responds to both explicit and implicit protocols within familiar work contexts and demonstrates an understanding of the importance of identifying and responding to workplace policies and procedures

Unit Mapping Information

Supersedes and is equivalent to ICTICT605 Implement a knowledge management strategy.

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 ICTICT615 Implement knowledge management strategies

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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:

- develop and implement a complex knowledge management system.

In the course of the above, the candidate must:

- review and improve systems and procedures.

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:

- knowledge management uses, systems and structures in a contemporary organisation
- database design concepts that apply to management knowledge
- methodologies to quantify internal and external sources of information
- legal, ethical and security issues relating to knowledge management
- records management principles that apply to implementing knowledge management strategies
- legislation from levels of government that effect business operation.

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:

- organisation's structure, goals and knowledge requirements
- organisational business plans
- existing knowledge management strategies.

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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