



Australian Government

ICTICT806 Direct outsourced ICT services

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 1.0.

Application

This unit describes the skills and knowledge required to develop strategic plans, and change-management strategies, for outsourced information and communications technology (ICT) services. It includes developing, tracking and managing service level agreements (SLAs), and ensuring continuous improvement.

It applies to individuals who work in high-level management positions and lead the analysis, implementation and management of emerging, and converging, ICTs as they are integrated into the business process to support the organisational strategic goals of medium to large organisations.

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. Direct the strategic planning for outsourced ICT services	1.1 Identify the ICT services to be outsourced 1.2 Establish the criteria for the outsourcing model 1.3 Critically analyse the impact on the current organisational environment 1.4 Select an appropriate business model for outsourcing, against the identified criteria 1.5 Research the appropriate ICT service providers (vendor evaluation), against the identified criteria

ELEMENT	PERFORMANCE CRITERIA
	1.6 Develop the strategic plan for outsourced ICT services
2. Lead the risk management of outsourced ICT services	2.1 Specify the relevant security requirements 2.2 Lead the development of the change management strategy 2.3 Negotiate the performance, and a security strategy, with the ICT service provider 2.4 Ensure that the risk assessment process for outsourced services complies with organisational policy 2.5 Ensure that risk mitigation addresses the identified risks
3. Monitor the performance levels of the outsourced ICT service performance agreement	3.1 Develop external ICT service provider SLAs 3.2 Ensure that the external ICT service provider agreed performance levels are maintained 3.3 Monitor the setting, tracking and management of SLAs, as an important part of outsourcing relationship management (ORM) 3.4 Ensure the continuous improvement of outsourced ICT services

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	1.1, 1.2, 1.3, 1.4, 1.5, 2.4, 2.5, 3.4	Identifies, analyses and evaluates complex textual information relevant to the job role
Writing	1.1, 1.6, 2.1, 2.2, 2.4, 2.5, 3.1	Selects the document structure, language, grammar and terminology to suit the specific subject matter and audience, when developing strategies, SLAs, and continuous improvement processes
Oral Communication	1.1-1.6, 2.1-2.5, 3.1-3.4	- Uses effective listening and probing, open questioning techniques to elicit the view and opinions of others, and to obtain information - Participates in a verbal exchange of ideas and solutions, and uses detailed and clear language to clarify and present information, according to the

		requirements and the audience • Uses negotiation technique, the appropriate pitch, tone and body language, reflective responses, and revises own speaking to enhance meaning and effectiveness, when negotiating with service providers
Numeracy	1.2, 1.3, 1.4, 1.5, 1.6, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3	• Uses a range of statistical, mathematical and financial calculations, formulae and functions, together with the appropriate software tools, to interpret numerical and financial data relating to cost benefit analyses, SLAs, and risk assessment, and continuous improvement processes
Navigate the world of work	2.4	• Recognises protocols and policies that must be respected and maintained in the workplace, to reach explicit goals
Get the work done	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.2, 2.5, 3.1, 3.2, 3.3, 3.4	• Considers the strategic and operational potential of digital technology in order to achieve work goals, enhance work processes, create opportunities and reduce risks • Draws on a broad understanding of the context, and uses a combination of analysis and intuition, to decide whether an idea is worth developing and implementing • Develops plans for complex high-impact activities with strategic implications • Recognises and addresses complex problems involving multiple variables

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT806 Direct outsourced ICT services	ICAICT706A Direct outsourced ICT services	Updated to meet Standards for Training Packages. Recoded to meet AQF requirements	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 ICTICT806 Direct outsourced ICT services

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Performance Evidence

Evidence of the ability to:

- develop strategic directions for outsourcing of information and communications technology (ICT) resources, in alignment with organisational goals
- lead the development of a risk analysis strategy on outsourced ICT services
- ensure that procedures identifying risk and, measures to mitigate risk, are developed and implemented
- ensure warning systems, and an ongoing process of reviews of the risk profile of outsourced ICT services, are established
- review and monitor, the performance of service level agreements (SLAs) with external service providers.

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:

- research and summarise, risk management principles and guidelines
- research and summarise the outsourcing strategies for ICT services
- outline business continuity issues for the organisation
- review the organisation's current functionality, including the existing data and information systems
- review the organisation's internal and external dependencies, and interdependencies
- review the organisational policies and procedures, including the risk management strategy
- review past and current, internal, external and industry disruptions
- outline the relevant legislation and regulations that impact on business continuity including:
 - workplace health and safety (WHS)

- environment
- duty of care
- contracts and service level agreements
- business and company law
- freedom of information
- industrial relations
- privacy and confidentiality
- due diligence
- records management
- describe the business domain and organisational requirements.

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 ICT industry, and include access to:

- relevant strategic-level enterprise documentation, including:
 - planning
 - financial
 - ICT infrastructure
- legislative policies.

Assessors must satisfy NVR/AQTF assessor requirements.

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