



Australian Government

ICTICT807 Direct research and business response to new ICT technology

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 direct the research, evaluation, vendor evaluation, feasibility, proof of concept (POC) evaluation of, and future business response to, new information and communications technology (ICT) that supports business strategies.

It applies to individuals who work in high-level management positions and direct the investigation and future business direction of new ICT technology in their organisation.

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 initial research into new ICT	1.1 Establish and implement, procedures to identify new ICT that may support business innovation 1.2 Confirm the research purpose for the evaluation of new ICT, as it relates to possible business opportunities 1.3 Ensure that a structured research plan is prepared in line with the defined research purpose 1.4 Monitor the implementation of the structured research plan, to ensure that its outcomes meets the identified research purpose

ELEMENT	PERFORMANCE CRITERIA
	1.5 Formulate a business case relating to the new ICT, including consideration of the organisational environment 1.6 Present a business case to the business stakeholders, so that the future business direction is established and agreed
2. Direct the evaluation of new ICT	2.1 Establish the evaluation criteria and methods of measurement 2.2 Ensure that suitable suppliers and vendors are appropriately evaluated, in order to provide credibility, quality and support for implementation 2.3 Oversee the preparation of a feasibility study report into the new ICT, ensuring that critical risks are identified 2.4 Ensure that the feasibility study of the new ICT is accurately presented to business stakeholders, so that the future business direction is established and agreed
3. Direct the proof of concept evaluation of new ICT	3.1 Ensure that the vendor's new ICT is legally acquired for a proof of concept evaluation of the new technology 3.2 Establish the project's requirements, including deliverables, for a proof of concept (POC) evaluation of the new ICT 3.3 Endorse the project plan for POC evaluation 3.4 Monitor the implementation of the POC evaluation project, to ensure that project deliverables are met
4. Determine future business response to new ICT technology	4.1 Oversee the preparation of the evaluation report on the new ICT including the consequences of not implementing it 4.2 Ensure that the results of the new ICT evaluation are accurately presented to stakeholders, so that the future business response is established and agreed

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	1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4,	Identifies, analyses and evaluates, complex textual information relevant to the job role

	3.1, 3.3, 3.4, 4.1, 4.2	
Writing	1.1, 1.3, 1.5, 2.1, 2.3, 3.2, 3.3, 4.1	• Selects the document structure, language, grammar and terminology to suit the specific subject matter and audience, in order to develop a wide variety of documentation
Oral Communication	1.1-1.6, 2.1-2.4, 3.1-3.4, 4.1-4.2	• Uses effective listening and probing, open questioning techniques, to elicit the view and opinions of others, and to obtain information • Employs plain English to convey complex and abstract concepts, and information • Uses negotiation techniques, the appropriate pitch, tone and body language, reflective responses, and revises own speaking, to enhance meaning and effectiveness, when presenting information to stakeholders
Numeracy	1.5, 1.6, 2.1, 2.2, 2.3, 2.4, 3.2, 3.3, 3.4, 4.1, 4.2	• Uses a range of statistical, mathematical and financial calculations, formulae and functions, together with appropriate software tools, to interpret numerical and financial data
Navigate the world of work	1.5, 3.1	• Takes full responsibility for identifying and considering, the organisational policies, legislation and regulations affecting new ICT technology
Get the work done	1.1, 1.2, 1.4, 1.5, 2.1, 2.3, 3.2, 3.4	• Develops flexible plans for complex, high-impact activities with strategic implications • Takes responsibility for high-impact decisions in complex situations, involving many variables and constraints • Keeps abreast of innovations and good practice beyond own context, borrowing, adapting, combining and redesigning for own purposes, or using as a provocation to rethink current approaches • Demonstrates a sophisticated understanding of the principles, concepts, language and practices associated with the digital world, and uses these to troubleshoot, and understands the uses and potential of new technology • Recognises broader positive, and negative implications, of new technologies and factors all relevant risks into business responses

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT807 Direct research and business response to new ICT technology	ICAICT707A Direct research and business response to new ICT technology	Updated to meet Standards for Training Packages. Recoded and minor edits 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 ICTICT807 Direct research and business response to new ICT technology

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Performance Evidence

Evidence of the ability to:

- direct the research and evaluation of new information and communications technology (ICT) for an organisation, including the production of a:
 - research plan
 - business case
 - feasibility study
 - project plan
- monitor, evaluate and report on a POC evaluation project
- access and convey the conceptual information regarding new ICT technology in relation to organisational needs.

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, the stakeholder business domain, business function, processes and organisation
- state and outline, the components of the business planning process relevant to the investigation of the particular new ICT technology
- review the current business practices related to conducting an investigation into new ICT technology
- summarise client business needs, with a view to expanding into new possibilities, as presented by new ICT technology
- outline customer and business liaison techniques
- identify and apply, information gathering and presentation techniques
- summarise the quality assurance practices, to promote reliable investigation processes

- outline the vendor product directions
- interpret the general features, and capabilities, of current and emerging ICT industry-accepted technologies, and trends
- specify current industry and technology information sources
- specify and evaluate, the industry networks, key individuals and organisations within the ICT industry
- discuss the methods for evaluating new ICT technology.

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:

- the relevant feasibility studies
- ICT technologies, suppliers and manuals
- research facilities
- codes of practice, standards, legislations and regulations
- organisational policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

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