



Australian Government

ICTICT808 Direct the development of a knowledge management strategy for a business

Release: 1

ICTICT808 Direct the development of a knowledge management strategy for a business

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 evaluate existing knowledge management processes, identify barriers to capturing knowledge, and to develop new strategies.

It applies to individuals who work in senior management positions and lead the analysis, implementation and management of emerging, and converging, information and communications technology (ICT), as they are integrated into the business process to support the organisational strategic goals.

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. Critically analyse existing knowledge management systems	1.1 Critically evaluate the existing arrangements ,for the capture and use of business knowledge, from internal and external sources 1.2 Differentiate between knowledge management and information management systems within the organisation 1.3 Ensure that the effectiveness of existing procedures and systems is evaluated in terms of meeting the needs of clients, organisational aims, objectives and standards

ELEMENT	PERFORMANCE CRITERIA
	1.4 Identify the need for improvements in the organisation's strategic use of knowledge
2. Evaluate the knowledge management options	2.1 Investigate the barriers to capturing knowledge within the organisation 2.2 Review evaluations and recommendations regarding the knowledge management software, with respect to its usefulness and likeliness to benefit the organisation 2.3 Review the investigations into incentives and reward systems to support knowledge management 2.4 Ensure that the required processes for maintaining an integrated knowledge management system are considered 2.5 Facilitate the development of a business case to determine the viability of selected options, and recommend a way forward for the organisation
3. Develop a knowledge-management strategy	3.1 Develop the knowledge management business strategy, in consultation with senior staff, for the capture and use of organisational knowledge 3.2 Ensure that business processes are designed to support knowledge management, according to the organisational needs and budget 3.3 Ensure that the technology requirements for the implementation of the strategy, are costed and included in the organisational budget cycle 3.4 Ensure that processes for the periodic review of knowledge management metrics within the business are in place, to maintain ongoing effectiveness and continuous improvement 3.5 Ensure that the knowledge management strategy meets the organisational requirements identified in the overall business plan, and business strategy

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
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Reading	1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 3.1, 3.3, 3.4, 3.5	Identifies and reviews a wide variety of complex textual information, sourced from organisational documentation, electronic meeting places, communities of practice, the organisational knowledge bank and ICT vendors
Writing	2.5, 3.1	Selects a formal document structure, organisational style and format, and subject-specific language, grammar and terminology, to develop organisational documentation
Oral Communication	1.1-1.4, 2.1-2.5, 3.1-3.5	- Uses effective listening and 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 audience - Uses the correct grammatical structures, specialised language, appropriate tone, pitch and body language, to achieve precise meaning when articulating requirements
Numeracy	1.1, 1.3, 2.1, 2.5, 3.1, 3.2, 3.3, 3.4, 3.5	Uses a range of mathematical and financial calculations and functions, together with the appropriate software tools, to interpret and develop numerical and financial reports, relating to costing and budgets
Navigate the world of work	1.3, 3.5	Monitors adherence to organisational policies and procedures, and considers own role in terms of a contribution to the broader goals of the work environment
Get the work done	1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 2.5, 3.3, 3.4, 3.5	- Uses a mix of intuitive and formal processes to identify key information and issues, evaluate alternative strategies, anticipate consequences and consider implementation issues, and contingencies - Takes responsibility for high-impact decisions in complex situations involving many variables and constraints - May use formal analytical and lateral thinking techniques for identifying issues, generating and evaluating possible solutions - Plays with possibilities as an integral part of work, identifying principles, concepts and features of new perspectives and ideas - Considers the strategic and operational potential

		of digital trends to achieve work goals, enhance work processes, create opportunities and reduce risks
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT808 Direct the development of a knowledge management strategy for a business	ICAICT708A Direct the development of a knowledge management strategy for a business	Updated to meet Standards for Training Packages. Recoded and minor changes to Performance Criteria 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 ICTICT808 Direct the development of a knowledge management strategy for a business

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Performance Evidence

Evidence of the ability to:

- critically analyse and document, the effectiveness of existing knowledge management systems
- research the knowledge management options in the marketplace
- recommend an approach that meets the organisational needs
- develop a knowledge management strategy.

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:

- summarise management concepts, processes and trends
- review and interpret relevant organisational policies, and legislation, that affect business operations
- research and summarise, both internal and external sources of information
- recognise the legal, ethical and security issues relating to knowledge management
- explain organisational change-management theory and methods
- discuss records management and database-management principles as they relate to knowledge management, particularly metadata.

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 industry (ICT), and include access to:

- a workplace of sufficient complexity, to enable the required level of analysis to be carried out in relation to:
 - current business processes
 - existing knowledge management systems
 - the organisational culture
- relevant enterprise strategic documentation, including:
 - strategic planning
 - financial
 - ICT infrastructure
- organisational objectives and policies.

Assessors must satisfy NVR/AQTF assessor requirements.

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