



Australian Government

ICTICT809 Facilitate business analysis

Release: 1

ICTICT809 Facilitate business analysis

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 internal and external information and communications technology (ICT) services within a medium to large organisation.

It applies to individuals who work in high-level management positions in medium to large organisations and direct the strategic planning, risk management, and security of the internal and external ICT infrastructure of 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. Facilitate the elicitation of stakeholder business requirements for enhancements	1.1 Review the business requirements documentation, and ensure that it is complete and according to enterprise standards 1.2 Ensure that the proposed project benefits align with strategic directions 1.3 Determine the scope, complexity, deliverables, and time lines of the business process enhancements to be undertaken
2. Prioritise the enhancements that add value to business operations	2.1 Research the business operations necessary to analyse the business domain 2.2 Negotiate the requirements definition with stakeholders

ELEMENT	PERFORMANCE CRITERIA
	2.3 Develop a process for addressing change requests in a dynamic environment
3. Provide the interface between technical and business stakeholders	3.1 Facilitate the selection of a modelling tool for a business system 3.2 Facilitate the selection of information-gathering tools 3.3 Ensure that the requirements-analysis content addresses the project objectives 3.4 Participate in the development of a technical specification

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, 3.1, 3.2, 3.3, 3.4	Identifies, analyses and evaluates complex textual information, to obtain information relevant to enterprise resource planning and management
Writing	2.3, 3.4	Integrates information and ideas from a number of sources, utilising appropriate ICT modelling tools, specialised and cohesive language, and document structures, to meet the varied requirements of the enterprise and stakeholders
Oral Communication	1.1, 1.2, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3, 3.4	- Elicits the view and opinions of others, and obtains information by listening and questioning - Participates in a verbal exchange of ideas/solutions, and uses detailed and clear language, to clarify and present information, according to the requirements and audience - Articulates requirements and strategies clearly, using the appropriate tone, style, body language, and reflective responses, to build business relationships
Numeracy	1.1, 1.2, 1.3, 3.4	Uses a range of statistical and financial calculations and functions, to interpret and compile data relating to market analysis and budgetary requirements
Navigate the	1.2	Takes full responsibility for considering own role in terms of a contribution to the broader goals of

world of work		the work environment
Get the work done	1.1, 1.2, 1.3, 2.1, 2.3, 3.1, 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 technologies

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT809 Facilitate business analysis	ICAICT709A Facilitate business analysis	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 ICTICT809 Facilitate business analysis

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- facilitate a strategy to align information and communications technology (ICT) services, with the organisational goals
- lead the development of a strategy for risk assessment, including security for ICT assets, and ensure that the measures required to mitigate risk are applied
- produce contingency plans for business continuity
- ensure warning systems, and an ongoing process that includes regular or programmed reviews of the risk profile
- lead the development of a strategy for the implementation of the appropriate processes and procedures, to ensure that quality expectations are met.

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 AS/NZS ISO 31000:2009 “risk management requirements”
- explain application of security products
- review business continuity issues for the organisation
- review the organisation’s industry and current functionality, including the existing data and information systems
- review the organisation’s internal and external dependencies, and interdependencies
- outline the organisational policies and procedures, including the risk management strategy
- review and outline documented industry disruptions.

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
- standards, codes of practice, legislation and regulations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>