



**Australian Government**

# **ICTICT812 Develop a business intelligence framework**

**Release: 1**

# ICTICT812 Develop a business intelligence framework

## 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 to evaluate the business intelligence (BI) requirements of an organisation, and to select the correct methodologies to develop a BI solution.

It applies to individuals who work in high-level 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 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. Elicit the business intelligence requirements | 1.1 Articulate the benefits of business intelligence<br>1.2 Select the appropriate system development methodology, through the analysis of a range of options<br>1.3 Critically evaluate the impact of business intelligence on the enterprise<br>1.4 Select the appropriate business model for a data repository<br>1.5 Adopt a metadata standard for the enterprise<br>1.6 Establish the appropriate data analysis techniques |

| ELEMENT                                                    | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Direct the business intelligence data manipulation      | 2.1 Identify the data sources and scope<br>2.2 Evaluate and endorse the selected data-manipulation methods<br>2.3 Critically review, and commit to, the feasibility of the architecture design<br>2.4 Develop the acceptance criteria<br>2.5 Endorse the selected data-modelling techniques and processes<br>2.6 Endorse a load balancing algorithm for optimum processing<br>2.7 Sign off the design specifications |
| 3. Endorse the business intelligence solution architecture | 3.1 Ensure that the data-warehousing management techniques and processes are according to the specifications<br>3.2 Lead the scoping of logical data models<br>3.3 Supervise the selection of middleware tools<br>3.4 Critically review, and commit to, a searchable data repository solution                                                                                                                        |
| 4. Finalise the testing and accept the framework           | 4.1 Finalise the physical data model<br>4.2 Complete testing of the overall model<br>4.3 Test the security<br>4.4 Test the integrity<br>4.5 Perform a user-acceptance test                                                                                                                                                                                                                                           |

## 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, 1.6, 2.1, 2.3, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 4.1 | <ul style="list-style-type: none"> <li>Organises, evaluates and critiques ideas, and information, from a wide range of complex texts</li> <li>Draws on a broad range of strategies to build and maintain understanding throughout complex texts</li> </ul> |

|                    |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Writing            | 1.1, 1.3, 1.6, 2.4, 2.7, 4.1, 4.5                                                   | <ul style="list-style-type: none"> <li>Integrates information and ideas from a number of sources, utilising the appropriate BI software tools, specialised and cohesive language, and appropriate document structures, to meet the varied requirements of the organisation and the task</li> </ul>                                                                                                                                                                                                                                                 |
| Oral Communication | 1.1, 2.1, 2.2, 2.3, 2.5, 2.6, 3.2, 3.3, 3.4, 4.5                                    | <ul style="list-style-type: none"> <li>Elicits information and ideas using plain English, translating BI specific terminology when necessary, and using effective listening and questioning techniques</li> <li>Uses specific and complex BI terminology, to liaise with team members, review and endorse methodology and monitor the project</li> <li>Articulates the requirements and methodologies clearly, using the appropriate tone, style, body language and reflective responses</li> </ul>                                                |
| Numeracy           | 1.1, 1.3, 1.4, 1.6, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2, 3.4, 4.1, 4.2, 4.5                | <ul style="list-style-type: none"> <li>Uses a range of complex statistical, mathematical and financial calculations, formulae and functions together with the appropriate BI software tools, in the development of a BI framework</li> </ul>                                                                                                                                                                                                                                                                                                       |
| Get the work done  | 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.2, 3.3, 4.2, 4.3, 4.5 | <ul style="list-style-type: none"> <li>Demonstrates a sophisticated understanding of the principles, concepts, language and practices associated with the digital world, and uses these to develop a BI framework</li> <li>Recognises the critical importance of clarifying, focusing and aligning goals, and expectations, using the process to build ownership of, and broad commitment to, achieving outcomes</li> <li>Takes responsibility for high-impact decision in complex situations, involving many variables and constraints</li> </ul> |

## Unit Mapping Information

| Code and title<br>current<br>version | Code and title<br>previous<br>version | Comments                            | Equivalence<br>status |
|--------------------------------------|---------------------------------------|-------------------------------------|-----------------------|
| ICTICT812<br>Develop a<br>business   | ICAICT712A<br>Develop a<br>business   | Updated to<br>meet<br>Standards for | Equivalent<br>unit    |

| <b>Code and title<br/>current<br/>version</b> | <b>Code and title<br/>previous<br/>version</b> | <b>Comments</b>                                                                                                           | <b>Equivalence<br/>status</b> |
|-----------------------------------------------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| intelligence<br>framework                     | intelligence<br>framework                      | Training<br>Packages.<br><br>Recoded and<br>minor changes<br>to<br>Performance<br>Criteria to<br>meet AQF<br>requirements |                               |

## 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 ICTICT812 Develop a business intelligence framework

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## Performance Evidence

Evidence of the ability to:

- research and critically analyse the business intelligence requirements
- review, analyse and direct, business intelligence data manipulation
- review, critically analyse and endorse, the proposed business intelligence solution architecture
- initiate and contrast the tests required for the intelligence framework, for final acceptance.

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:

- evaluate the application of system development methodologies and other technical considerations including:
  - managing and using metadata
  - data modelling
  - data warehousing/back-end software alternatives
  - business analytics
  - business intelligence tools
- analyse the organisational policies and procedures, as they apply to the business intelligence frameworks
- discuss behaviour theories as they apply to business intelligence, including:
  - responsibility and achievement
  - affiliation management
  - motivation
- appraise and evaluate, the business intelligence (BI) procedures

- interpret the workplace and industry environmental conditions, as they apply to business intelligence.

## **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 (ICT) industry, and include access to:

- a business intelligence focus
- relevant enterprise documentation, including human resource (HR) and quality management policies.

Assessors must satisfy NVR/AQTF assessor requirements.

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