



Australian Government

ICTPMG608 Manage ICT project systems implementation

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

ly to this unit at the time of publication. This unit describes the skills and knowledge required to manage the system-implementation process in an information and communications technology (ICT) project within small, medium or large organisations.

It applies to individuals who may be required to use high-level business management technical and communication skills to ensure that ICT projects are implemented to ensure alignment with project and system development documentation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Project management

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. Prepare for system implementation	1.1 Review relevant project and system development documentation 1.2 Consider organisational culture as part of an implementation risk analysis 1.3 Identify implementation options and constraints, and select a preferred approach in consultation with stakeholders 1.4 Develop a detailed implementation plan and a high-level training plan and obtain sign-off 1.5 Ensure the creation of system user documentation and obtain sign-off

ELEMENT	PERFORMANCE CRITERIA
	1.6 Ensure the preparation of operations documentation and obtain sign-off
2. Manage organisational change	2.1 Communicate relevant information about the pending change through appropriate channels 2.2 Establish necessary support structures
3. Coordinate release management	3.1 Establish and confirm release management roles and responsibilities, including those of the release manager 3.2 Determine release configuration items, including any production system software, hardware and capacity changes required, and compile a request for change 3.3 Ensure the creation of required test environment 3.4 Establish ongoing monitoring procedure to cover the post-release warranty period 3.5 Undertake data conversion activities if needed
4. Manage acceptance testing	4.1 Review results of system test and ensure acceptance test entry criteria are met 4.2 Ensure test environment and ICT configuration management processes meet solution requirements and organisational standards 4.3 Ensure acceptance testing is performed and results are collated 4.4 Ensure test results meet acceptance test exit criteria and obtain sign-off
5. Manage user training	5.1 Undertake training needs analysis 5.2 Review high-level training plan and schedule, and add detailed activities as necessary 5.3 Ensure training materials are prepared and user training is conducted
6. Release system to production	6.1 Develop an hour-by-hour action plan or checklist for release activities 6.2 Create a rollback strategy and plan to guide rollback of changes if required 6.3 Prepare appropriate communication to inform users of possible interruption to service due to the release 6.4 Manage the installation of the new release into production and ensure performance of operational verification tests and

ELEMENT	PERFORMANCE CRITERIA
	rollback changes if necessary 6.5 Review and update service level agreements (SLAs) and disaster recovery plan

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, 1.3, 3.1, 3.2, 4.1-4.4, 5.1-5.3, 6.4, 6.5	Interprets and analyses complex textual information to ensure that all requirements are identified, understood and appropriately addressed
Writing	1.4-1.6, 2.1, 2.2, 3.1, 4.3, 5.1-5.3, 6.1-6.3, 6.5	- Uses high-level of narrative and technical language in developing and presenting ideas and information of a complex nature to ensure that these are understood by stakeholders - Presents qualitative test results in a manner that is consistent with organisational and industry standards
Oral Communication	1.1, 1.3-1.6, 2.1, 2.2, 3.1-3.5, 4.1-4.4, 5.1-5.3, 6.4	Uses appropriate language and style, effective listening, questioning and summarising skills when presenting complex ideas to all stakeholders to ensure that project requirements and test results are clearly understood
Get the work done	All	- Develops flexible plans for complex, high-impact activities with strategic implications that involve a diverse range of stakeholders with potentially competing demands when preparing for system implementation - Sequences and schedules complex activities, monitors implementation and manages relevant communication when managing organisational change, coordinating release management, managing testing, user training and release of system to production - Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and

		evaluating options against agreed criteria
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTPMG608 Manage ICT project systems implementation	ICAPMG608A Manage IT project systems implementation	Updated to meet Standards for Training Packages	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 ICTPMG608 Manage ICT project systems implementation

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Performance Evidence

Evidence of the ability to:

- review and analyse the project documentation and prepare an implementation plan
- communicate and establish structure in preparation for change
- coordinate the release of new system
- manage the system tests and acceptance
- manage the training of users
- release the system to production.

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:

- outline the methods and techniques of configuration management
- describe organisational policies and standards relating to information and communications technology (ICT) configuration management
- explain the business analysis, processes and techniques appropriate to the project
- explain the project management and systems development processes, as well as potential risks associated with implementation activities
- outline the structure and implications of disaster recovery plans and Service Level Agreements (SLAs)
- explain what a “training needs analysis” is and its role in a training program
- describe the purpose of a “rollback strategy” for an ICT project.

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 ICT project management field of work and include access to:

- industry software packages
- project documentation
- relevant organisational documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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