



Australian Government

ICTPMG616 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 6.0.

Application

This unit describes the skills and knowledge required to manage the system-implementation process in an Information and Communications Technology (ICT) project in small, medium and large organisations.

The unit applies to project managers who use advanced business management technical and communication skills to ensure that ICT projects are implemented with alignment to 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 required project and system development documentation 1.2 Determine organisational culture and document potential risks during implementation phases 1.3 Identify implementation options and constraints, and select required approach in consultation with stakeholders 1.4 Develop and document detailed implementation plan and training plan, and obtain sign-off from required personnel 1.5 Oversee creation of system user documentation guidelines and obtain sign-off from required personnel 1.6 Oversee preparation of operations documentation guidelines

ELEMENT	PERFORMANCE CRITERIA
	and obtain sign-off from required personnel
2. Manage organisational change	2.1 Submit system implementation plans to required personnel 2.2 Establish necessary support structures 2.3 Obtain plan sign-off from required personnel
3. Coordinate release management	3.1 Establish and confirm release management roles and responsibilities according to implementation plan 3.2 Determine release configuration items, including production system software, hardware and capacity changes required, and compile a request for change 3.3 Oversee creation of required test environment according to organisational requirements 3.4 Establish ongoing monitoring procedure to cover post-release warranty period 3.5 Undertake required data conversion activities
4. Manage acceptance testing	4.1 Review results of system test and confirm acceptance test entry criteria are met 4.2 Confirm test environment and ICT configuration management processes meet solution requirements and organisational standards 4.3 Oversee acceptance testing and collation of results 4.4 Confirm test results meet acceptance test exit criteria and obtain sign-off
5. Manage user training	5.1 Undertake and document training needs analysis 5.2 Review training plan and schedule and include required additional activities 5.3 Oversee preparation of training materials and confirm user training is conducted
6. Release system to production	6.1 Develop action plan and checklist for release activities according to task requirements and required deadlines 6.2 Create and document rollback strategy and plan to guide rollback of changes if required 6.3 Prepare communication to inform users of possible interruption to service due to the release 6.4 Manage installation of new release into production and confirm performance of operational verification tests and rollback changes if necessary 6.5 Review and update service level agreements (SLAs) and disaster recovery plan

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	• Uses required language and style, and effective listening, questioning and summarising skills when presenting complex ideas, requirements and results to stakeholders
Reading	• Interprets and analyses complex textual information to ensure that all requirements are identified, understood and addressed
Writing	• Develops documentation presenting ideas, requirements and test results using appropriate structure, layout and relevant language
Planning and organising	• Operates from a broad conceptual plan, developing the operational detail in stages, regularly reviewing priorities and performance during implementation, and identifying and addressing issues • 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
Problem solving	• Uses nuanced understanding of context to recognise anomalies and subtle deviations to normal expectations, focusing attention and remedying problems as they arise
Self-management	• Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria

Unit Mapping Information

Supersedes and is equivalent to ICTPMG608 Manage ICT project systems implementation.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTPMG616 Manage ICT project systems implementation

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage systems implementation on at least one occasion, including: communicating and establishing new structures in preparation for change
- coordinating release of new system
- managing system tests and acceptance
- managing training of users
- releasing system to production.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods and techniques of configuration management
- organisational policies and standards relating to information and communications technology (ICT) configuration management
- business analysis, processes and methodology relevant to managing ICT implementation projects
- project management and systems development processes, including potential risks associated with implementation activities
- structure and implications of disaster recovery plans and Service Level Agreements (SLAs)
- key features of a training needs analysis and its role in a training program
- purpose of a rollback strategy for an ICT project
- different team roles and responsibilities, including role of release manager.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

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

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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