



Australian Government

ICTPRG602 Manage the development of technical solutions from business specifications

Release: 1

ICTPRG602 Manage the development of technical solutions from business specifications

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 manage the process of compiling client business specifications, to produce business solutions for consideration.

It applies to individuals with the project management, business, and technical skills necessary to manage complex technology projects within the information and communications technology (ICT) industry.

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

Unit Sector

Programming and software development

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. Obtain the business requirements	1.1 Ensure that the business requirements and business specifications have been obtained from the client or the appropriate person 1.2 Manage the team's identification of the client's business model 1.3 Ensure that the technical specifications for the business problem have been determined 1.4 Manage the confirmation of key stakeholder requirements with stakeholders 1.5 Confirm the documentation of business objectives, technical

ELEMENT	PERFORMANCE CRITERIA
	requirements, and the problem
2. Evaluate the impact of the technical requirements	2.1 Review business problems, opportunities and objectives 2.2 Confirm that the technical requirements are complete 2.3 Review the hardware, software and network requirements 2.4 Coordinate the investigation into the processes to be changed by the business solution 2.5 Review the evaluation document, on the impact of the technical requirements on the business
3. Produce technical business solutions	3.1 Confirm the technical solutions produced in response to problems and business requirements 3.2 Review the costs involved in implementing the solutions 3.3 Review the recommendation from a range of supplier products, to determine which one best meets the technical requirements 3.4 Review, and report on, the technical solutions addressing the business specifications, and provide recommendations against the business requirements
4. Document and validate the agreed solutions	4.1 Ensure the report is forwarded to the appropriate person for feedback 4.2 Manage the feedback and incorporate changes, as required 4.3 Coordinate the redistribution of adjusted reports to the appropriate person 4.4 Obtain sign-off on the final business solution

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	1.3, 1.5, 2.1, 2.2, 2.3, 2.5, 3.1, 3.4, 4.2	Recognises, and interprets, complex technical and operational documentation, to determine and confirm job requirements
Writing	1.4, 4.2	Develops a broad range of material including reports, design solutions, technical specifications and recommendations in required formats, for a specific

		audience, using clear and detailed language in order to convey explicit information, requirements, and recommendations
Oral Communication	1.3, 1.4, 4.2	• Articulates technically complex concepts and operational, and business-related, matters using the specific and relevant language suitable to the audience, and liaises with diverse personnel • Uses listening and questioning skills to confirm understanding for requirements
Numeracy	2.1, 2.5, 3.2	• Uses mathematical formulas and calculations to estimate and plan project costs
Interact with others	1.1, 1.2, 4.1, 4.3, 4.4	• Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit the purpose and audience • Fosters a collaborative culture within own sphere of influence, facilitating a sense of commitment and cohesion, and highlighting, and using the strengths of those involved
Get the work done	1.1, 1.2, 2.3, 2.4, 3.1, 3.3	• Demonstrates a sophisticated understanding of principles, concepts, language and practices associated with the digital world and uses these to troubleshoot, and understand, the uses and potential of new technology • Uses a broad range of strategies to store, access and organise virtual information, recognising that design choices will influence what information is retrieved, and how it may be interpreted, and used • Is acutely aware of the importance of understanding, monitoring and controlling access to digitally stored and transmitted information • 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 • Uses a nuanced understanding of context to adapt varied business procedures to requirements, depending on operational contingencies, risk situations and environments

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTPRG602 Manage the development of technical solutions from business specifications	ICAPRG602A Manage the development of technical solutions from business specifications	Updated to meet Standards for Training Packages. Minor changes to the performance criteria for clarity.	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 ICTPRG602 Manage the development of technical solutions from business specifications

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Performance Evidence

Evidence of the ability to:

- adapt technologies to specified technical solutions
- use site design software and hardware
- evaluate client specifications against accepted industry practices
- produce technical solutions from business specifications
- produce information that can be shared between businesses
- apply design concepts to business solutions
- produce technical reports
- make recommendations, and offer optimum design solutions.

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:

- explain the business processes for a project
- outline the client business domain, including the client organisation structure and business functionality
- explain compatibility issues and resolution procedures
- outline the configuration of internet protocol (IP) networks
- describe the importance of customer and business liaison
- summarise desktop applications and the operating system (OS), as required
- explain the procedures for linking processes
- outline project management methodologies and processes
- explain security protocols, standards and data encryption
- explain technologies, such as:
 - access networks

- core networks
- information and communications technology (ICT) network topologies
- mobile cellular networks
- network protocols and OS
- optical networks and principles
- radio frequency (RF) networks and principles
- radio frequency identification (RFID) hardware and software
- describe the development platform that provides the tools to build, and deploy, applications into target platform environments.

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 should be typical of those experienced in the programming and software development industry, and include access to:

- the client's functional requirements
- business specifications
- the database and simulation software
- organisational guidelines
- the network or computer layout
- site-design software and hardware
- information on a range of ICT business solutions.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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