



Australian Government

ICTSAD510 Manage risks when implementing new technologies

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTSAD503 Minimise risk of new technologies to business solutions. Supersedes and is not equivalent to: • ICTGAM419 Build a database to support a computer game • ICTNWK515 Develop configuration management protocols. Updated title to better reflect unit scope.

Application

This unit describes the skills and knowledge required to develop contingency plans and manage risks associated with the implementation of technological solutions. It includes assessing technological risks in organisational contexts.

The unit applies to individuals who may work as technical support staff and may be responsible for demonstrating judgement to manage implementation risks using specialised information and communications technology (ICT) skills and knowledge.

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

Unit Sector

Systems analysis and design

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. Determine implementation risks	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Research and select proposed technological solution according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
	1.3 Confirm technological solution scale and complexity 1.4 Identify key risks associated with implementing new technological solution
2. Analyse implementation risks	2.1 Identify impact of implementation risks on organisational environment 2.2 Determine and document proposed actions against identified risks 2.3 Research and document risk mitigation strategies according to analysis findings 2.4 Create contingency plan according to research and analysis findings
3. Finalise risk contingency plan	3.1 Identify and confirm required feedback channel is available 3.2 Collect and organise feedback from feedback channel 3.2 Identify and document risk testing schedule according to contingency plan 3.3 Present risk contingency plan to required personnel according to organisational policies and procedures 3.4 Implement contingency plan feedback and obtain required approval

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 a range of listening techniques to confirm understanding of requirements and answers questions using logical processes - Presents and seeks feedback for plans using clear language
Reading	Critically analyses complex documentation from a variety of sources to identify risks of implementing new technologies
Writing	Develops documents and plans logically, succinctly and accurately
Initiative and enterprise	Identifies and responds to protocols in complex work contexts
Problem solving	Applies systematic and analytical decision-making processes for complex and non-routine situations
Technology	Actively identifies systems, devices and applications with

Skill	Description
	potential to meet current and/or future needs

Unit Mapping Information

Supersedes and is equivalent to ICTSAD503 Minimise risk of new technologies to business solutions.

Supersedes and is not equivalent to:

- ICTGAM419 Build a database to support a computer game
- ICTNWK515 Develop configuration management protocols.

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 ICTSAD510 Manage risks when implementing new technologies

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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 risks during the implementation of at least two different technologies
- develop at least one contingency plan
- conduct at least one risk analysis.

In the course of the above, the candidate must:

- present risk contingency plans and key insights
- apply required organisational policies and procedures.

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:

- functions and features of common technological solutions, including:
 - accessibility technologies
 - security technologies
 - remote collaboration technologies
- key functions and features of risk analyses, including:
 - likelihood of occurrence

- risk strength
- impact
- solutions
- key functions, features and limitations of implementing technological solutions, including:
 - scalability
 - complexity
 - security
 - risk factors
- key features of a technological implementation contingency plan, including:
 - testing schedules
 - detailed steps
 - review timeline
- types and functions of feedback channels
- organisational presentation methods and tools
- risk management processes
- organisational formats for documentation
- organisational policies and procedures and legislative requirements relating to work tasks.

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:

- required risk analysis tools
- organisational policies and procedures required to demonstrate the performance evidence.

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

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