



Australian Government

ICTSAD603 Plan and monitor business analysis activities in an ICT environment

Release: 1

ICTSAD603 Plan and monitor business analysis activities in an ICT environment

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 establish and manage information and communications technology (ICT) business analysis activities in a medium-to-large organisation.

This unit applies to individuals who require high-level management, business and technical skills to manage complex analysis efforts within the information and communications technology (ICT) industry, often as part of business critical ICT projects.

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. Plan business analysis approach	1.1 Establish organisational process needs and objectives that apply to the initiative, and if necessary, define the requirements that the process must meet 1.2 Review existing organisational standards, including standards, guidelines and processes relating to the current initiative 1.3 Tailor an approach to the needs of a specific business analysis initiative, according to organisational standards if required 1.4 Engage with the appropriate stakeholders to determine how the

ELEMENT	PERFORMANCE CRITERIA
	work will be completed 1.5 Plan the execution of business activities
2. Conduct stakeholder analysis	2.1 Recognise stakeholders who may be affected by the business need or a new solution 2.2 Assess stakeholder attitudes toward, and influence over, the initiative 2.3 Decide which stakeholders will have authority over business analysis activities 2.4 Instigate regular reviews to identify new stakeholders or changed positions as clarity of business needs evolve
3. Plan business analysis activities	3.1 Decide the type of project or initiative and the business analysis deliverables 3.2 Determine the scope of work for business analysis activities 3.3 Approve which activities the business analyst will perform and when 3.4 Develop estimates for business analysis work
4. Plan business analysis communication	4.1 Determine how best to receive, distribute, access, update and escalate information from project stakeholders 4.2 Decide how best to communicate with each stakeholder according to stakeholder needs and constraints to communication
5. Plan requirements management process	5.1 Establish a requirements repository for storing requirements, including those under development, those under review, and approved requirements 5.2 Assess the need and process for requirements traceability, based on relevant factors 5.3 Conclude which requirements attributes will be captured 5.4 Determine the process for requirements change management
6. Manage business analysis performance	6.1 Determine which metrics will be used to measure the work performed by the business analyst 6.2 Report performance in an appropriate format, based on the needs of the project 6.3 Assess performance measures to determine where problems may be occurring in executing business analysis activities 6.4 Identify preventative or corrective actions as required

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, 1.2, 6.3	Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Writing	1.1, 2.2, 5.1, 6.2	- Writes, edits and proofreads documents to ensure clarity of meaning, and accuracy and consistency of information - Prepares documentation that expresses ideas, explores complex issues, and is constructed logically, succinctly and accurately
Oral Communication	2.2	Determines and confirms stakeholder requirements, using collaborative and inclusive techniques, including active listening and questioning, and reading of verbal and non-verbal signals to convey and clarify information and to confirm understanding
Numeracy	3.4	Performs mathematical calculations to analyse financial information, costs and values to accurately determine estimates
Navigate the world of work	1.2, 1.3	- Works autonomously, making high-level decisions to achieve and improve organisational goals - Takes a lead role in the development of organisational goals, roles and responsibilities - Monitors and reviews the organisation's policies, procedures and adherence to legislative requirements in order to implement and manage change
Interact with others	1.4, 2.1, 2.2, 2.4, 3.3, 4.2	- Selects, implements and manipulates communications systems, processes and practices for maximum impact - Develops and implements communications strategies with internal and external stakeholders in order to build rapport and achieve desired outcomes
Get the work done	1.1, 1.3, 1.5, 2.1, 2.4, 3.1-3.3, 4.1, 4.2, 5.1-5.4, 6.1, 6.4	- Plans strategic priorities and outcomes within a flexible, efficient and effective context, in a diverse environment exposed to competing demands - Gathers and analyses data and seeks feedback to improve plans and processes - Identifies key factors that impact on decisions and their outcomes, drawing on experience, competing priorities, and decision making strategies where

		appropriate
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAD603 Plan and monitor business analysis activities in an ICT environment	ICASAD603A Plan and monitor business analysis activities in an IT environment	Updated to meet Standards for Training Packages. Minor edit to competency title.	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 ICTSAD603 Plan and monitor business analysis activities in an ICT environment

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Performance Evidence

Evidence of the ability to:

- plan and monitor business analysis activities, including determining an approach and processes that are appropriate to the circumstances
- determine business analysis deliverables, tasks and estimates
- plan business analysis communications
- determine metrics for monitoring business analysis work
- assess business performance and identify measures to rectify.

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:

- describe the business analysis process, procedures and techniques
- describe project management process, procedures and techniques
- identify and apply risk management strategies
- overview technology and technology solution patterns
- describe communication constraints that may impact on stakeholders.

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 systems analysis and design field of work, and include access to:

- special purpose materials
- industry software packages.

Assessors must satisfy NVR/AQTF assessor requirements.

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