



Australian Government

ICTSAD604 Manage and communicate ICT solutions

Release: 1

ICTSAD604 Manage and communicate ICT solutions

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 and communicate requirements for new information and communications technology (ICT) systems to a broad and diverse audience.

This unit applies to individuals who require high-level management, business and technical skills to manage complex analysis 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. Manage identified client ICT requirements and scope of solution	1.1 Establish baseline client ICT requirements and change control processes to track changes to requirements and solution scope 1.2 Resolve issues and conflicts that emerge during final stages of identifying and analysing requirements 1.3 Determine how requirements will be presented for review 1.4 Secure approval of requirements from those stakeholders who have the appropriate authority
2. Manage requirement relationships and	2.1 Examine and organise the set of requirements and record the

ELEMENT	PERFORMANCE CRITERIA
dependencies	dependencies and relationships for each 2.2 Perform impact analysis to assess or evaluate the impact of a change 2.3 Deploy requirements management tools as necessary
3. Maintain requirements for re-use	3.1 Identify requirements that the organisation will use in the long term 3.2 Name and define requirements available for future re-use
4. Prepare requirements package	4.1 Decide which formats are appropriate for a particular project and its stakeholders 4.2 Prepare requirements package according to organisational need

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, 2.1, 2.2	Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Writing	1.4, 2.1, 3.2, 4.2, 5.1, 5.2	- Writes, edits and proofreads documents to ensure clarity of meaning, and accuracy and consistency of information - Prepares documentation and correspondence using clear language, correct spelling and terminology, and ensuring accuracy of information
Oral Communication	1.4, 5.1, 5.2	Uses 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
Navigate the world of work	4.2, 5.2	- Works autonomously, making high-level decisions to achieve and improve organisational goals - Develops and implements strategies that ensure organisational policies and procedures are being met
Interact with others	1.2, 1.4, 5.1, 5.2	- Selects, implements and manipulates communications systems, processes and practices for maximum impact - Influences and fosters a collaborative culture,

		facilitating a sense of commitment and workplace cohesion • Shares knowledge, information and experience openly as an integral part of the working relationship • Recognises potential for conflict and, working with others, seeks to develop organisational processes to deal with conflict
Get the work done	1.1-1.3, 2.1-2.3, 3.1, 3.2, 4.1	• 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 • Explores and incubates new and innovative ideas through unconstrained analysis and critical thinking to develop and improve the organisation's goals

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAD604 Manage and communicate ICT solutions	ICASAD604A Manage and communicate IT solutions	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 ICTSAD604 Manage and communicate ICT solutions

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Performance Evidence

Evidence of the ability to:

- establish processes to:
 - trace requirements
 - control and track changes to requirements
 - scope solutions
- manage requirement relationships
- package and communicate requirements according to what is appropriate for a project or stakeholder group.

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 conflict resolution and issue management techniques to handle possible changes to solution scope
- outline requirements management and traceability processes
- list and apply techniques for managing version control and configuration.

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:

- a simulated or workplace project in a medium-to-large enterprise
- observation of the candidate carrying out business analysis work

- reports and plans prepared for the projects
- a portfolio of the project work to be undertaken.

Assessors must satisfy NVR/AQTF assessor requirements.

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