



Australian Government

ICTSAD605 Elicit ICT requirements

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 1.0.

Application

This unit describes the outcomes, skills and knowledge required to undertake and engage stakeholders in the key task of defining information and communications technology (ICT) requirements.

This unit applies to individuals required to ensure that requirements elicited are complete, clear, correct and consistent, and can serve as a solid foundation for the solution to the business needs.

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. Prepare for elicitation	1.1 Define the specific activities and the planned dates for a particular elicitation activity 1.2 Build a detailed schedule 1.3 Communicate the plan to affected parties
2. Conduct elicitation activity	2.1 Conduct elicitation activity 2.2 Monitor captured requirements against business objectives to prevent scope creep 2.3 Capture and document requirements attributes

ELEMENT	PERFORMANCE CRITERIA
	2.4 Update process metrics as the basis for future planning
3. Document elicitation results	3.1 Record elicitation outcomes in the appropriate form 3.2 Present elicitation outcomes to stakeholders and obtain agreement
4. Confirm elicitation results	4.1 Review the documented outputs with the stakeholders 4.2 Confirm that own understanding reflects stakeholder intentions and preferences

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	2.3, 4.1	Analyses and consolidates information and data from a range of sources against defined criteria and requirements, and checks for accuracy and completeness
Writing	1.1, 1.3, 2.3, 2.4, 3.1, 3.2	- Accurately records information and prepares correspondence and documentation using clear language and organisational formats and protocols - Records outcomes of discussions
Oral Communication	1.3, 2.1, 3.2, 4.1, 4.2	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
Interact with others	1.3, 2.1, 3.2, 4.2	- Selects, implements and manipulates communications systems, processes and practices for maximum impact - Develops and implements communications strategies with internal and external persons in order to build rapport
Get the work done	1.1, 1.2, 2.2, 2.4, 4.2	- 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 processes - Explores and incubates new and innovative ideas

		through unconstrained analysis and critical thinking to develop and improve the organisation's goals
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAD605 Elicit ICT requirements	ICASAD605A Elicit IT requirements	Updated to meet Standards for Training Packages. Minor edit to the 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 ICTSAD605 Elicit ICT requirements

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Performance Evidence

Evidence of the ability to:

- construct and implement requirements for elicitation activities
- select and apply elicitation techniques that are appropriate to the situation
- document requirements and obtain stakeholder sign-off.

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
- provide an overview of negotiation and consensus strategies
- summarise techniques to elicit and manage the gathering of requirements
- formulate risk management strategies with regard to requirements gathering, staff management and proposed systems
- outline scope management and change control processes
- describe version control and configuration management approaches.

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:

- appropriate policies
- current business analysis tools
- appropriate legislation

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

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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