



Australian Government

ICTSAD609 Plan and monitor business analysis activities in an ICT environment

Release: 1

ICTSAD609 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 6.0.

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 Identify business analysis initiative and establish applicable organisational process needs and objectives 1.2 Review organisational and legislative requirements, including standards, guidelines and processes applicable to initiative 1.3 Define process requirements of business analysis initiative, according to organisational requirements 1.4 Tailor approach to needs of specific business analysis initiative, according to organisational standards 1.5 Engage with required personnel and determine how work

ELEMENT	PERFORMANCE CRITERIA
	will be completed 1.6 Plan execution of business analysis activities according to organisational requirements
2. Conduct stakeholder analysis	2.1 Identify stakeholders who may be affected by business need or new solution 2.2 Assess stakeholder attitudes toward and influence over initiative 2.3 Decide which stakeholders will have authority over business analysis activities 2.4 Instigate regular reviews and identify new stakeholders and changed positions as business needs evolve
3. Plan business analysis activities and communication	3.1 Discuss and establish type of project or initiative and business analysis deliverables 3.2 Determine scope of work in business analysis activities 3.3 Establish and approve which activities the business analyst will perform and when 3.4 Develop estimates for business analysis work 3.5 Determine methods to receive, distribute, access, update and escalate information from project stakeholders 3.6 Decide how best to communicate with each stakeholder according to stakeholder needs and constraints to communication
4. Plan requirements management process	4.1 Establish a requirements repository for storing requirements, including those under development, under review, and approved requirements 4.2 Assess need and process for requirements traceability based on applicable factors 4.3 Conclude which requirements attributes will be captured 4.4 Determine requirements change management process

ELEMENT	PERFORMANCE CRITERIA
5. Manage business analysis performance	5.1 Determine which metrics will be used when measuring work performed by business analyst 5.2 Report performance in required format according to project needs 5.3 Assess performance measures and determine where problems may be occurring in executing business analysis activities 5.4 Identify and recommend preventative or corrective actions as required 5.5 Confirm and review business analysis performance and recommended actions with required personnel

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
Numeracy	• Performs mathematical calculations and analyses financial information, costs and values when determining estimates
Oral communication	• Determines and confirms stakeholder requirements, using collaborative techniques, including active listening and questioning • Selects and implements communications systems, processes and practices with internal and external stakeholders to communicate information and build rapport
Reading	• Critically analyses complex documentation from a variety of sources and consolidates information applicable to specific criteria when determining requirements
Writing	• Prepares documentation expressing ideas, exploring complex issues using succinct language and logical structure
Planning and organising	• Plans strategic priorities and outcomes within a flexible, efficient and effective context, in a diverse environment exposed to competing demands
Problem solving	• Identifies key factors impacting decisions and their outcomes, drawing on experience, competing priorities and decision-making strategies where applicable
Self-management	• Works autonomously, making high-level decisions to achieve and improve organisational goals • Takes a lead role in development of organisational goals, roles and responsibilities

SKILL	DESCRIPTION
	Gathers and analyses data and seeks feedback

Unit Mapping Information

Supersedes and is equivalent to ICTSAD603 Plan and monitor business analysis activities in an ICT environment.

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 ICTSAD609 Plan and monitor business analysis activities in an ICT environment

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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:

- plan and monitor at least two different business analysis activities, including determining an approach and required processes.

In the course of the above, the candidate must:

- determine business analysis deliverables, tasks and estimates
- plan business analysis communications
- comply with organisational and legislative requirements.

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:

- business analysis process, procedures and techniques
- project management process, procedures and techniques
- risk management strategies
- technology solution patterns
- stakeholder management techniques and processes
- communication constraints that may impact on stakeholders
- requirements management processes, procedures and techniques
- metrics used in measuring business analysis performance
- organisational and legislative requirements and procedures applicable to business analysis activities.

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 tools, equipment and materials
- business requirements documentation and information
- industry software packages
- required hardware and its components
- file storage.

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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