



Australian Government

ICTSAD611 Manage assessment and validation of ICT solutions

Release: 1

ICTSAD611 Manage assessment and validation of ICT solutions

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 determine the most applicable information and communications technology (ICT) solution and facilitate its implementation.

This unit applies to individuals who are required to assess and validate business processes, organisational structures, outsourcing agreements, software applications, and any other component of the solution to ensure that the overall solution delivers maximum value to stakeholders.

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. Assess proposed solutions according to stakeholder requirements	1.1 Identify and analyse solution options and additional capabilities, and confirm they meet stakeholder requirements 1.2 Rank solution options on business value, and advantages and disadvantages of alternatives 1.3 Allocate requirements to solution components and maximise business value 1.4 Facilitate allocation of requirements to specific project release, phase or iteration

ELEMENT	PERFORMANCE CRITERIA
2. Assess organisational readiness	2.1 Conduct cultural, operational and technical assessment 2.2 Perform stakeholder impact analysis 2.3 Document assessment of proposed solution
3. Define transition requirements	3.1 Evaluate old system actual data and metadata 3.2 Develop options for managing ongoing work during transition to the new solution 3.3 Participate in organisational change management recommendations and processes as required
4. Validate solution and evaluate solution performance	4.1 Investigate defective solution outputs according to organisational evaluation and valuation procedures 4.2 Identify and assess defects and issues, and discuss potential actions with required personnel 4.3 Realise value delivered by solution 4.4 Develop and validate solution metrics 4.5 Decide solution replacement or elimination 4.6 Document work performed and confirm decision 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
Oral communication	• Uses a variety of communication tools, processes and strategies in building and maintaining working relationships
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
Initiative and enterprise	• Explores and incubates new and innovative ideas through unconstrained analysis and critical thinking when developing and improving organisation's goals
Planning and organising	• Plans strategic priorities and outcomes within a flexible, efficient and effective context, in a diverse environment exposed to competing demands

SKILL	DESCRIPTION
Problem solving	Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques, experience and knowledge when focusing on root cause
Self-management	- Takes a lead role in the development of organisational goals, roles and responsibilities - Monitors and reviews organisation's policies, procedures and adherence to requirements when implementing and managing change - Identifies diversity and seeks to integrate diversity into work context, for managing change, making decisions and achieving shared outcomes - Gathers and analyses data and seeks feedback

Unit Mapping Information

Supersedes and is equivalent to ICTSAD607 Manage assessment and validation of ICT solutions.

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 ICTSAD611 Manage assessment and validation of ICT solutions

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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:

- assess and validate at least three different proposed ICT solutions according to stakeholder requirements.

In the course of the above, the candidate must:

- compare and assess transition requirements between different solutions
- analyse output variances between at least three solutions
- recommend solutions in priority order
- confirm solution metrics and evaluate solutions
- document work performed in assessing and validating solutions.

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:

- the business environment impacts from proposed Information and Communications Technology (ICT) solutions
- techniques used in assessing organisational readiness, including:
 - focus groups, interviews and surveys
 - risk analysis
 - SWOT analysis
 - problem tracking
- techniques for assessing options and validating solutions
- organisational change management processes
- the principles of solution performance metrics
- key policies and documentation required to assess and validate ICT solutions

- organisational procedures applicable to assessment and validation of ICT solutions.

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 policies and legislation
- business analysis practices and tools
- industry software packages
- required hardware, equipment and its components
- reports and plans prepared for projects including proposed solutions
- portfolio of project work to be undertaken including stakeholder requirements.

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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