



Australian Government

ICTSAD614 Lead ICT requirements elicitation

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTSAD605 Elicit ICT requirements. Supersedes and is not equivalent to: • ICTICT505 Determine acceptable developers for projects • ICTSAD602 Conduct knowledge audits.

Application

This unit describes the skills and knowledge required to elicit and meet a variety of information and communications technology (ICT) requirements. It includes planning consultation activities, engaging stakeholders and eliciting ICT requirements that align with stakeholder interests across various workplace contexts.

The unit applies to individuals who may work in roles such as ICT managers and business analysts and may be independently responsible for leading stakeholder engagements to elicit and meet ICT requirements.

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 to elicit ICT requirements	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Confirm project budget, timelines and stakeholder contacts required to meet organisational requirements 1.3 Analyse stakeholder engagement options and constraints

ELEMENT	PERFORMANCE CRITERIA
	according to work brief 1.4 Develop elicitation plan and document constraint mitigation strategies 1.5 Determine business analysis components through process modelling 1.6 Build detailed schedule according to elicitation plan and process models
2. Elicit ICT requirements	2.1 Assign roles through consultation with required personnel 2.2 Confirm elicitation plan, detailed schedule and expectations with required personnel 2.3 Consult with stakeholders and determine requirements according to elicitation plan 2.4 Analyse captured requirements against organisational objectives 2.5 Identify and document scope creep, where required and according to organisational requirements
3. Document elicitation results	3.1 Record elicitation outcomes in correct format according to work brief 3.2 Present elicitation outcomes and seek stakeholder feedback 3.3 Implement and record stakeholder feedback, where required 3.4 Compile required documentation, plans, process models and schedules according to work brief
4. Confirm elicitation results	4.1 Review documented outputs with stakeholders 4.2 Confirm that own understanding reflects stakeholder intentions and preferences 4.3 Obtain stakeholder agreement 4.4 File and save required workplace documentation according to organisational policies and procedures

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	- Confirms organisational and stakeholder requirements, using collaborative and inclusive techniques - Uses active listening to convey information and confirm knowledge

Skill	Description
	• Presents findings and articulates own understanding to confirm
Reading	• Analyses and consolidates information and data from a range of sources against defined criteria and requirements • Checks for accuracy and completeness of information and documentation
Writing	• Accurately prepares records, correspondence and documentation using clear language, organisational formats and protocols
Planning and organising	• Identifies and implements a communication cadence, processes and practices to engage others • Plans strategic priorities and outcomes in a flexible, efficient and effective manner in a context exposed to competing demands
Problem solving	• Analyses insights and seeks feedback to mitigate constraints and improve project outcomes

Unit Mapping Information

Supersedes and is equivalent to ICTSAD605 Elicit ICT requirements.

Supersedes and is not equivalent to:

- ICTICT505 Determine acceptable developers for projects
- ICTSAD602 Conduct knowledge audits.

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 ICTSAD614 Lead ICT requirements elicitation

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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:

- create at least one elicitation plan that includes at least two different elicitation techniques
- engage with at least five different stakeholders to elicit ICT requirements
- document at least three different ICT requirements identified in stakeholder consultations.

In the course of the above, the candidate must:

- monitor and document actions undertaken and key insights and findings
- apply required organisational policies and procedures.

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:

- key stakeholder engagement requirements, including:
 - stakeholder intentions
 - stakeholder lists with demographic targets
 - business objectives
 - project budgets
 - project timelines
- techniques to identify elicitation constraints and constraint mitigation strategies
- techniques to perform process modelling

- functions and features of business analyses
- key types, functions and features of workplace documentation, including of:
 - elicitation plans
 - process models
 - schedules
- key techniques to develop detailed schedules with required components, including:
 - elicitation plan alignment
 - process models alignment
- methods of recording requirements elicited from consultations
- techniques to identify and report scope creep
- organisational formats for documentation
- methods to safely and securely file and store workplace documentation
- organisational policies and procedures and legislative requirements relating to work tasks.

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:

- stakeholder lists and engagement tools
- opportunities for interaction with others, including a minimum of five stakeholders
- organisational policies and procedures required to demonstrate the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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