



Australian Government

ICTSAS405 Identify and evaluate ICT industry vendor technologies

Release: 1

ICTSAS405 Identify and evaluate ICT industry vendor technologies

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 research, evaluate and recommend an industry vendor to supply information and communications technology (ICT) components, and to negotiate with the vendor for supply of identified components. It covers testing and making comparisons and evaluations, including consideration of factors such as after sales service and reliability.

It applies to individuals who use technical and specialised knowledge, and apply a systematic approach to select the most appropriate vendors for the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

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. Select method to be used for identifying suitable vendor	1.1 Evaluate organisational purchasing policy as a means of identifying vendors and document outcomes 1.2 Consider and undertake other means of identifying suitable vendors and document outcomes 1.3 Recommend preferred method of vendor selection to client 1.4 Plan and document selection process

ELEMENT	PERFORMANCE CRITERIA
2. Review vendor offerings	2.1 Notify vendors of organisation's requirements 2.2 Undertake evaluation process by comparing offers against organisational requirements 2.3 Organise vendor demonstrations and performance benchmark tests 2.4 Select vendor based on specific technical criteria, servicing, warranty and after sales service
3. Prepare contracts and delivery requirements	3.1 Prepare contracts for review by appropriate person 3.2 Identify and document delivery arrangements with suppliers 3.3 Clarify installation responsibilities with suppliers 3.4 Review warranty and support requirements with suppliers and service-level agreement 3.5 Confirm details with client

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, 1.2, 3.3	Interprets, analyses and reviews complex technical information and numerical/financial data from a range of sources to determine client requirements and complete necessary actions
Writing	1.1-1.4, 2.1, 3.1-3.4	Develops material containing specific requirements using clear and technical language, and organises content in a manner that supports the purpose of the document
Oral Communication	1.3, 2.1, 3.1, 3.3, 3.4	Obtains information by listening and questioning and participates in verbal exchanges with a range of stakeholders using detailed and clear language to express requirements, gain consensus and convey information
Numeracy	1.1, 1.2, 1.4,	Uses mathematical equations to calculate and compare numerical data against technical and financial requirements and to determine required actions

Interact with others	2.3, 3.1, 3.3, 3.5	• Selects and uses appropriate conventions and protocols when communicating with client, vendors and others in a range of work contexts
Get the work done	1.1, 1.2, 1.4, 2.1-2.4, 3.1-3.4	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Uses formal analytical thinking techniques for identifying issues and generating possible solutions, seeking input from others as required

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS405 Identify and evaluate ICT industry vendor technologies	ICASAS405A Identify and evaluate IT industry vendor technologies	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 ICTSAS405 Identify and evaluate ICT industry vendor technologies

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Performance Evidence

Evidence of the ability to:

- select an appropriate vendor to supply components according to organisational requirements
- communicate with vendors and clients
- evaluate vendors offerings
- prepare contracts and delivery documentation
- demonstrate consistency in the acquisition of technical and business requirements.

Note: Evidence must be provided on at least TWO occasions.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss different benchmarking methodologies
- describe the key features of change management systems
- explain the key features of contracts in relation to supply and support
- compare and contrast the key features of current industry accepted hardware and software products
- compare and contrast the key features of financial management and leasing arrangements
- identify information gathering techniques
- outline quality assurance practices in relation to evaluating and recommending information and communications technology (ICT) vendors
- analyse risk management in relation to evaluating and recommending ICT vendors
- discuss the client business domain
- research vendor product trends.

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 administration and support field of work and include access to:

- special purpose tools, equipment and materials
- industry software packages
- current business and ICT strategic plans
- service levels and user requirements.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>