



Australian Government

ICTSAS409 Manage risks involving ICT systems and technology

Release: 1

ICTSAS409 Manage risks involving ICT systems and technology

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 implement procedures that identify, analyse, evaluate and monitor risks involving information and communications technology (ICT) systems and technology. This includes the development and management of contingency plans.

It applies to individuals who provide high level technical skills and knowledge, and systematic approaches to manage risk in ICT systems.

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. Establish risk context	1.1 Review and document organisational and technical environment 1.2 Establish and document risk boundaries according to business operating and strategic environment
2. Identify risk factors	2.1 Develop or acquire a measurement scale for project risk, which includes importance, complexity, time and resources required 2.2 Identify project risks based on the measurement scale developed and document according to business requirements 2.3 Identify business impact of changes and document according to

ELEMENT	PERFORMANCE CRITERIA
	current and future business directions
3. Implement contingency plans	3.1 Classify each risk and create contingency plans that address how the risk will be monitored and overcome, if possible 3.2 Identify measurable benchmarks to track the treatment of risks to the new system 3.3 Identify risk management intervention points according to benchmarked performance tolerances 3.4 Demonstrate use of phased implementation and piloting to reduce risk factors
4. Monitor, update and report risk profile	4.1 Conduct regular risk updates to add new risks and remove old ones 4.2 Update contingency plans when appropriate to incorporate new information 4.3 Conduct risk reviews at major project milestones and document outcomes 4.4 Establish feedback processes to provide warning of potential new risks according to business requirements

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	Compares and contrasts complex technical information and numerical data from different sources to determine requirements and complete necessary actions
Writing	1.1, 1.2, 2.1-2.3, 3.1, 4.2, 4.3	Develops material using specific and technical language, and organises content in a manner that supports the purpose of the document
Oral Communication	4.1, 4.3, 4.4	Obtains information by listening and questioning, and participates in verbal exchanges with stakeholders using clear and accurate language to express requirements and present information
Numeracy	2.1-2.3, 3.2, 3.3, 4.2	Uses mathematical equations to calculate and compare numerical data against benchmarks to determine required actions

		Creates or uses measurement scales to rate and prioritise risk
Interact with others	4.1, 4.3, 4.4	Selects and uses appropriate conventions and protocols when communicating with stakeholders in a range of work contexts
Get the work done	1.1, 1.2, 2.1-2.3, 3.1-3.4, 4.1-4.4	- 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
ICTSAS409 Manage risks involving ICT systems and technology	ICASAS409A Manage risks involving ICT systems and technology	Updated to meet Standards for Training Packages	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 ICTSAS409 Manage risks involving ICT systems and technology

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify and document where risk occurs
- develop and implement measures to mitigate or obviate risk
- set up procedures for regular risk management
- monitor, review and report risk profile

Note: Evidence must be provided for at least TWO information and communications technology (ICT) environments.

Knowledge Evidence

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

- analyse and discuss risk management strategies and issues
- outline key features of regulation, standards and codes of practice relevant to risk management including:
 - ethics
 - copyright and intellectual property
 - privacy legislation
- identify and describe guidelines required for updating technology
- describe the business supply chain for the ICT industry
- summarise user analysis and the client relationship management (CRM) systems
- describe business process design principles in relation to risk management.

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
- analysis software
- business website
- networks
- requirements documentation
- risk management plan
- site server
- site server software
- software applications
- updated or new technology
- user analysis
- web servers.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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