



Australian Government

ICTSAS601 Implement change management processes

Release: 1

ICTSAS601 Implement change management processes

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 apply techniques that facilitate the planning, implementation and monitoring of information and communications technology (ICT) change.

It applies to experienced individuals who provide specialised technical advice, guidance and leadership in a range of areas requiring change-management 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. Plan ICT system changes	1.1 Research and develop change procedures and conventions 1.2 Develop ICT change management plan 1.3 Identify key personnel responsible for change management policy and procedures 1.4 Train staff and management in change management procedures and policies 1.5 Evaluate current ICT system to determine changing user or business patterns 1.6 Identify key personnel responsible for authorising and implementing change management plan

ELEMENT	PERFORMANCE CRITERIA
2. Identify technology system change needs	2.1 Determine current ICT benchmarks 2.2 Compare identified needs against performance benchmarks to identify possible changes 2.3 Assess proposed changes to determine impact 2.4 Notify key personnel of necessary change
3. Implement change	3.1 Plan change schedule 3.2 Prioritise changes and allocate resources 3.3 Implement change management plan and procedures 3.4 Involve stakeholders in the implementation process 3.5 Capture new performance benchmarks to measure changes 3.6 Ensure appropriate liaison methods are used 3.7 Identify training requirements 3.8 Notify stakeholders of change
4. Monitor and review implementation	4.1 Measure change performance against new benchmarks 4.2 Submit performance results to stakeholders 4.3 Obtain sign-off on changes 4.4 Provide appropriate documentation and reporting

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, 2.1, 2.2	Interprets and analyses a range of textual information and numerical data from a range of technical sources to determine necessary actions
Writing	1.1, 1.2, 2.4, 3.8, 4.2, 4.4	Uses clear and accurate language and documentation formats appropriate to different audiences/purposes to convey technical and non-technical information
Oral Communication	1.4, 2.4, 3.4, 3.8	Uses inclusive and collaborative techniques to share, promote and convey information about new systems and changes to a range of personnel

Numeracy	1.5, 2.2, 3.1, 3.5, 4.1, 4.4	Uses mathematical equations to calculate and compare numerical data against benchmarks and to plan and organise schedules
Navigate the world of work	3.3, 3.6, 4.3	Takes a lead role in the development and facilitation of change management in an ICT environment
Interact with others	1.4, 2.4, 3.4, 3.6, 3.8, 4.2, 4.3	Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships
Get the work done	1.2, 1.3, 1.5, 1.6, 2.1-2.3, 3.1-3.3, 3.5, 3.7, 4.1, 4.4	- Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands - Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques, experience and knowledge - Uses digital technologies to manage business operations and actively investigates new technologies for strategic and operational purposes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS601 Implement change management processes	ICASAS601A Implement change management processes	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 ICTSAS601 Implement change management processes

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Performance Evidence

Evidence of the ability to:

- identify and plan information and communications technology (ICT) system changes
- implement, monitor and review ICT system changes, including:
 - applying guidelines and policies to the change management process
 - maintaining appropriate version control
 - maintaining compliance with existing accessibility and other policies.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

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

- discuss key change management principles
- compare and contrast key functions and features of current information technology systems
- describe internet and internetworking architecture
- explain principles and structure of performance benchmarking
- analyse server access security procedures and general security issues relating to a particular operating system
- discuss methods of communicating change to stakeholders.

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
- international standards
- operational data from an organisation
- needs analysis data
- organisational planning guidelines
- version control guidelines.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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