



Australian Government

ICTTEN809 Analyse business specifications to produce technical solutions

Release: 1

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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 technical solutions in network designs for telecommunications and ICT networking provisioning companies specialising in integrating converging and emerging technologies of ICT networks.

It applies to individuals working as telecommunication officers in service and provision work who carry out design and implementation of technical solutions of information communication technology (ICT) networks.

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

Unit Sector

Telecommunications Networks Engineering

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 critically analyse business specifications	1.1 Research application of a suitable business model for telecommunication service provisioning that meets agreed customer requirements 1.2 Obtain business requirements and business specifications to provide data for the model 1.3 Determine business drivers and requirements of key stakeholders and customers, both internal and external 1.4 Evaluate business objectives and customer requirements for

ELEMENT	PERFORMANCE CRITERIA
	input into the model
2. Produce technical solutions to meet business imperatives	2.1 Research tools and templates for analysing business models and provide reports on technical design and specifications 2.2 Develop technical solutions for customer in response to drivers and business requirements 2.3 Evaluate costs involved in implementing ICT technical solutions for customer 2.4 Produce cost benefit analysis to assess viability and optimum timing for deploying the technical solution for maximum return on investment (ROI) 2.5 Investigate a range of vendor products to determine most suitable to meet technical requirements and customer needs 2.6 Produce a report documenting technical solutions addressing business specifications and recommendations against customer requirements
3. Evaluate impact of technical requirements on the business	3.1 Review and assess business constraints, opportunities and objectives 3.2 Determine technical requirements according to input-output, interface, process flow or quality requirements 3.3 Critically analyse hardware, software and network requirements to suit the business plan 3.4 Build business platform based on IT/ICT technical solutions 3.5 Investigate processes in need of being changed by a business solution 3.6 Document impact of technical requirements on the business
4. Document and validate agreed solutions	4.1 Submit technical requirements and solution overview to management for feedback 4.2 Analyse feedback and incorporate change as required 4.3 Document changes and distribute final business solution to internal and external stakeholders

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, 1.4, 2.1, 3.1-3.3, 4.2	Organises, evaluates and critiques information from a wide range of complex texts
Writing	1.3, 2.4, 2.6, 3.6, 4.2, 4.3	Generates complex written texts, demonstrating control over a broad range of writing styles and purposes
Oral Communication	1.3, 4.2	- Establishes and maintains complex and effective spoken communication in a broad range of contexts - Displays depth of understanding of complex oral texts which include multiple and unstated meanings
Numeracy	2.3, 2.4	Uses mathematical formulas and calculations to estimate and plan project costs and evaluate cost-benefits of completed project
Interact with others	4.1, 4.3	Selects and uses appropriate conventions and protocols when communicating with stakeholders in a range of work contexts
Get the work done	1.2, 2.1, 2.2, 2.5, 3.2-3.4	- Monitors workload in terms of personal and stakeholder goals and outcomes, adjusting or renegotiating priorities and plans as required - Develops plans for complex, high-impact activities with strategic implications that involve a diverse range of stakeholders - Implements actions according to a predetermined plan, making adjustments if necessary and addressing unexpected issues - Considers strategic and operational potential of digital trends to achieve work goals, and enhance work processes and solutions - Uses formal analytical and lateral thinking techniques for identifying issues, generating and evaluating possible solutions - Uses formal decision-making processes as scaffolding for thinking, seeking input, advice and feedback from others as required

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN809 Analyse business specifications to produce technical solutions	ICTTEN7227B Analyse business specifications to produce technical solutions	Updated to meet Standards for Training Packages. Recoded and minor changes to element and PC's to meet AQF requirements.	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 ICTTEN809 Analyse business specifications to produce technical solutions

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Performance Evidence

Evidence of the ability to:

- research and critically analyse client specifications against accepted industry practices
- produce technical solutions from business specifications
- analyse feedback from client and make adjustments to proposal
- apply design concepts to business solutions
- produce technical reports regarding design of the solution
- make recommendations and offer optimum design solutions
- produce an evaluation document on impact of technical requirements on the business.

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:

- outline business models and tools
- summarise business processes
- explain client business domain, business function and organisation
- explain compatibility issues and resolution procedures
- explain configuration of internet protocol (IP) networks
- establish customer and business liaison protocols
- summarise desktop applications and operating systems
- provide a detailed explanation of documenting technical specifications
- explain linkage between processes
- summarise security protocols, standards and data encryption
- outline technologies:
 - access networks
 - core networks

- information and communications technology (ICT) network topologies
- mobile cellular networks
- network protocols and operating systems
- optical networks and principles
- radio frequency (RF) networks and principles.

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 should be typical of those experienced in the Telecommunications – Telecommunications Networks Engineering field of work and include access to:

- client functional requirements
- business specifications
- database software
- simulation software
- organisational guidelines
- network and computer layout
- site design software and hardware
- information on a range of ICT business solutions.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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