



Australian Government

Department of Education, Employment and Workplace Relations

ICTTEN7230A Scope project requirements and process solutions

Release: 1

ICTTEN7230A Scope project requirements and process solutions

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to analyse project needs, prepare project scoping requirements and manage the scoping process. This includes developing <i>scope management strategies</i> and plans in line with business requirements and organisational strategy for the delivery of products and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.
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Application of the Unit

Application of the unit	Network engineering staff or senior technical officers with project management roles and authority to direct the activities of implementation staff apply the skills and knowledge in this unit. This unit is relevant when planning to provide customers with products and services in new and emerging technologies.
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Conduct project scope definition activities	1.1. Develop and confirm procedures for project authorisation with an appropriate authority for the commitment of resources and effort 1.2. Establish agreement of desired project outcomes with relevant stakeholders 1.3. Develop scope management plan to determine the scoping requirements
2. Define and plan scoping project requirements and process solutions	2.1. Analyse needs in consultation with client and relevant stakeholders to verify project scope 2.2. Prepare project specifications with project objectives, deliverables, constraints, exclusions, assumptions and principal work activities for the delivery of products and services 2.3. Determine and agree measurable project outcomes and benefits to enable quantified evaluation of program performance 2.4. Develop and communicate scope definition, scope management strategies and plans to stakeholders and seek agreement 2.5. Align program scope to business requirements and organisational strategy
3. Manage scoping process	3.1. Conduct regular program reviews to measure project performance and to ensure that stated program, business and strategic objectives are met 3.2. Establish and maintain change management system to form the basis of ongoing scope management 3.3. Conduct reviews of scope changes and take action to ensure that project and program objectives are achieved or modified 3.4. Measure project outcomes against defined program scope and aligned strategic objectives 3.5. Communicate results of program outcomes to appropriate authority 3.6. Manage the impact of scope changes within established time, cost and quality constraints according to change control procedures and to meet project objectives 3.7. Review project planning process and document recommendations for improvements to future projects

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to analyse project needs
- communication skills to liaise with and communicate decisions to enterprise personnel and stakeholders
- literacy skills to:
 - review and amend project plans
 - write quality reports
- numeracy skills to:
 - assess project parameters
 - calculate budget requirements and limitations
- planning and organisational skills to
 - prioritise actions for successful outcomes
 - set out project requirements and priorities
- problem solving skills to:
 - account for unexpected variations to requirements
 - control proposed changes in scope
- research skills to gain and maintain relevant and current technical product knowledge

Required knowledge

- products and solutions
- project life cycle and the significance of scope management
- scope management plans, methodologies, techniques and tools
- typical challenges and issues encountered in project scope management and options for addressing these
- vendor products

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • prepare project specifications with project objectives • develop scope management plan • develop scope management strategies • conduct regular program reviews • measure project outcomes • manage the impact of scope changes within established budget and timeline.
Context of, and specific resources for assessment	Assessment must ensure: • sites on which projects may be conducted • forecast data and tools involved in planning • range of software and hardware currently used in industry • relevant regulations, specifications that impact on forecasting activities.
Methods of assessment	A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate undertaking project scoping tasks • direct observation of the candidate managing the changes to scope of a project • review of plans and specifications prepared by the candidate • oral or written questioning to assess knowledge of strategies for managing project scope and their application to different situations • review of completed documentation outlining recommendations for improvements to scoping future projects.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

EVIDENCE GUIDE

	• ICTTEN7228A Manage project requirements and process implementations. Aboriginal people and other people from a non-English speaking background may have second language issues. Access must be provided to appropriate learning and assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed. In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. Where applicable, physical resources should include equipment modified for people with special needs.
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Project authorisation may be:

- decided before involvement of the project manager
- scope statement:
 - aim of project

RANGE STATEMENT	
	• explanation of project • tools to measure success • required at a number of critical review points during the project.
Appropriate authority may relate to:	• authority to make decisions regarding the project • client • individual or group • owner • senior executive • sponsor.
Relevant stakeholders may include:	• clients • decision makers • internal and external parties • sponsors • team members.
Scope management plan may relate to:	• determining that a scope change has occurred or is about to occur • identifying and reporting incremental increases to scope that were not part of the original project requirements • identifying factors which influence changes to scope • implementing agreed changes to scope • monitoring and reporting: • achievement of project objectives • effect of scope changes on other areas.
Needs may be:	• activity-oriented • computer systems or buildings • improvement-oriented • outcome-oriented • product-oriented.
Deliverables may include:	• implementation plans • integration plans with existing network • preferred vendors • products and services defined within the project scope • proposed timelines • risk assessment strategy.

RANGE STATEMENT	
Products may include:	• broadband connections • business solutions • iPhone • mobile internet • optical network • phone conferencing • wireless services.
Services may include:	• assisting customer with new applications • assisting new product sourcing • business customer service • coverage • customer service • database hosting • international roaming • just-in-time deliveries • mobile service • quality of service (QoS) • service restoration.
Scope management strategies may relate to:	• controlling program scope creep • determining that a scope change has occurred or is about to occur • managing factors which influence changes to scope • managing scope changes when they occur • managing the effect of scope changes on other areas and on the achievement of multiple project objectives • progressive refinement of scope throughout multiple project life cycles.
Project performance may include:	• project's progress in terms of time and resources • time and resources spent on the projects, as compared to baseline data.
Change management system may include:	• change to control boards or committees • configuration management • documentation • impact analysis • risk analysis.
Reviews of scope changes may include:	• formal agreements: • contracts

RANGE STATEMENT	
	• subcontracts • memoranda of understanding • major elements of the program liable to change: • deletion of a line of business endeavour • deletion of poorly performing projects • new projects prioritising program • potential, perceived and actual changes • program documentation: • integrated (program) risk analysis • integrated budgets • integrated schedules • plans.
<i>Change control procedures</i> may include:	• assessing risk to project timeline: • excess costs • excess resources required to complete project on time • contingency plan • monitoring and reviewing progress.

Unit Sector(s)

Unit sector	Telecommunications
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Co-requisite units

Co-requisite units	

Competency field

Competency field	Telecommunications networks engineering
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