



Australian Government

Department of Education, Employment and Workplace Relations

MTMBUS801A Manage change to organisational electronic technology systems

Release: 1

MTMBUS801A Manage change to organisational electronic technology systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to improve business outcomes through implementing the introduction of, or upgrades to, advanced electronic technologies. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to leaders or managers whose role is to manage the introduction of advanced electronic technologies to enhance business practices. Leaders and managers should be able to manage the implementation of advanced electronic technologies, such as those associated with electronic business (e-business) models; financial systems, information management systems, mobile and wireless technologies; and technologies relating to the management of customer and regulatory requirements. Operational management in relation to introducing technologies to enhance business processes may involve complex judgements. This unit may relate to the business activities of a small to medium sized organisation or to a significant unit of activity in a large organisation.
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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. Prepare organisational change management strategy for implementation of advanced electronic technologies	1.1. Proposed changes are analysed in relation to current operational practices, infrastructure and the strategic plan. 1.2. Identified changes are evaluated, costed and prioritised. 1.3. Risks associated with implementation are identified, evaluated and managed. 1.4. Implementation strategies are developed, including change management and communication strategies. 1.5. Implementation team is engaged, assembled and briefed.
2. Manage implementation	2.1. Implementation strategies are communicated to stakeholders and timelines and accountabilities clarified. 2.2. Progress of implementation against planned milestones is monitored, recorded and reported. 2.3. Potential risks to successful completion are identified and managed through consultation with stakeholders and review of testing outcomes. 2.4. Implementation strategy is reviewed and revised, as necessary. 2.5. Installation is finalised according to implementation strategy and organisational procedures. 2.6. Training programs needed to support new technologies are identified and implemented.
3. Evaluate implementation outcomes	3.1. Implementation process is reviewed and evaluated. 3.2. Implementation team is debriefed. 3.3. Outcomes of implementation process are assessed against organisation requirements. 3.4. Project outcomes are reported to key stakeholders.
4. Develop and implement ongoing management processes	4.1. Business processes required for ongoing electronic technology management are developed. 4.2. Business processes required for ongoing electronic technology management are implemented.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE**Required skills**

Ability to:

- apply change management theory
- use effective communication and teamwork skills to consult with stakeholders and system users
- apply planning and reporting skills
- use problem-solving, initiative and enterprise skills to:
 - assess vulnerabilities in electronic technology proposals
 - manage risks
 - monitor stakeholder satisfaction
 - develop strategies to respond to system, personnel and technology problems
- provide leadership in occupational health and safety (OH&S) practice and observance of ethical standards, legislative requirements and good corporate governance requirements
- apply technology skills to:
 - use appropriate technology to achieve system and business outcomes
 - use appropriate terminology
 - use high levels of accounting (mathematical), technological and e-commerce systems
 - assess advice relating to suitability and reliability of hardware and software
 - analyse and assess potential of new technology solutions to improve organisational outcomes

Required knowledge

Knowledge of:

- business policies and procedures impacting on job role or function
- change management theory
- capabilities and limitations of infrastructure
- business needs
- facilities and infrastructural management
- methods for assessing and analysing electronic technology proposals
- planning techniques
- quality measures and principles
- relevant legislation, codes and regulations that affect business operations, especially in regard to OH&S and environmental issues, Equal Employment Opportunity (EEO), industrial relations and anti-discrimination
- written policies and internal procedures on electronic technology management and associated contractual documents

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 following is essential:

- research and evaluate business and organisational impact of a proposed electronic technology system
- capacity to analyse, develop and implement plans for the introduction of an electronic technology system with minimum interruption to the organisation's business processes
- capacity to identify, analyse and address problems in a timely and effective manner.

Context of and specific resources for assessment

Assessment must ensure:

- competence is consistently demonstrated over time, and over a range and variety of situations
- access to required assessment facilities and resources.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- review of applied projects or learning activities, such as those related to implementing electronic solutions for a specific business requirement
- direct observation of contextual application of skills
- oral or written questioning to assess knowledge of capabilities and limitations of infrastructure
- review of research and evaluation of the electronic technology proposal.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example, with other units in the qualification in which this unit is packaged.

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.

Proposed changes may include:

- e-commerce systems
- electronic messaging systems
- implementation of a new information management system
- system hardware upgrade
- mobile computing devices (e.g. handheld devices, mobile computers, personal digital assistants, handheld data capture systems and mobile cellular telephones).

Risks may include

- damage to property/equipment
- environmental
- equipment/system failures
- financial/economic loss/failure
- industrial disputation
- market changes
- microbiological contamination
- natural disasters
- OH&S including disease
- political events
- product failure
- professional incompetence
- security failure (e.g. criminal or terrorist activities)
- supplier failures.

Implementation strategies may address:

- change management strategies to engage users
- contingency arrangements
- developing a project team
- financial management
- identifying and seconding project personnel
- timelines and project stages
- product testing and trial regimes
- project milestones
- quality requirements

RANGE STATEMENT	
	• reporting requirements • risk management requirements • stakeholder consultation, familiarisation and training strategies.

RANGE STATEMENT	
<i>Stakeholders</i> may include:	• business partners • customers • executive management • other employees • public • public agencies, especially regulators • shareholders • suppliers.
<i>Business processes</i> may include:	• access and equity principles and practices • business and performance plans • collaborative or partnership arrangements • confidentiality requirements • defined resource parameters • ethical standards • existing technology, systems and processes • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OH&S policies, procedures and programs • quality and continuous improvement processes and standards • Quality Assurance (QA) or procedures manuals • recording and reporting procedures • security requirements • team and business unit structures and focus.

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units	

Co-requisite units		

Competency field

Competency field	
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