

## ICAA5151B: Gather data to identify business requirements

### Description

This unit defines the competency required to identify, analyse and document business requirements. The following units are linked and form an appropriate cluster: ICAA5050B Develop detailed component specifications from project specifications ICAA5139B Design a database ICAA5140C Design a server No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

### Employability Skills

This unit contains employability skills.

### Associated Units

**Pre-Requisites** ([ICAA4233B](#) - Determine and apply appropriate development methodologies  
AND  
[ICAA4041C](#) - Determine and confirm client business expectations and needs )

### Unit Sector

Analyse and Design

### Performance criteria

Element	Performance criteria
1. Identify key information sources	1.1 Identify information repositories across the business
	1.2 Review current <b>organisational documentation</b>
	1.3 Develop critical questions to elicit information from key stakeholders using a mixture of open and closed questions
	1.4 Ensure <b>informationgatheringtechniques</b> use a quality assurance methodology and meet budgetary constraints
2. Gather data through formal processes	2.1 Conduct information gathering workshops and interviews to gather data
	2.2 Review reports and other data sources for relevant business information
	2.3 Confirm <b>business-critical factors</b> relating to current and future directions of the organisation with <b>stakeholders</b>
	2.4 Analyse group and individual responses to clearly define business priorities
3. Ensure analysis is accurate and complete	3.1 Analyse and evaluate information gathered for accuracy and consistency
	3.2 Document conflicts in information gathered
	3.3 Resolve conflicts in information or points of view with <b>stakeholders</b>
4. Submit analysis and gain agreement	4.1 Prepare detailed document according to <b>documentationstandards</b> and organisational templates
	4.2 Write document in a style that is succinct and appropriate to the audience

## 4.3

Communicate data gathered to **client** to gain consensus and agreement on business requirements

## Skills and Knowledge

### Required skills

- Problem solving skills for a defined range of unpredictable problems involving participation in the development of strategic initiatives (e.g. when conflicting information is investigated and a single position is developed)
- Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts (e.g. when consensus is gained with key client users subject to project brief and cost constraints)
- Project planning skills in relation to scope, time, cost, quality, communications and risk management (e.g. when system boundaries, scope and methodologies to be used are determined and all functional areas included by the project brief are covered in the analysis and meet the client's stated business expectations)
- Research skills for specifying, analysing and evaluating broad features of a particular business domain and best practice in system development (e.g. when specifying the context of the business need or problem)

### Required knowledge

- Broad knowledge of the client business domain, so that the business need is understood by project team and client
- Broad knowledge of three or more current industry systems development methodologies
- Current industry-accepted hardware and software products, including broad knowledge of general features and capabilities
- Broad knowledge of the role of stakeholders and the degree of stakeholder involvement (e.g. when specifying people (especially the owner, sponsor and those that will contribute to defining the requirements and using the system), and roles of client users are identified)
- Detailed knowledge of the system's current functionality (e.g. when specifying physical requirements of the system are identified taking into account current system functionality, geography, environment, client user and cost constraints)
- Broad knowledge of quality assurance practices (e.g. when planning the requirements phase)

## 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.

### ***Organisational documentation***

may include:

- business forms
- policy documents
- financial statements
- performance reports
- annual reports

### ***Information gathering techniques***

may include but are not limited to:

- interviews
- questionnaires
- surveys
- observation

***Stakeholders*** may include:

- sponsor
- user
- development team
- project team

***Client*** may include but are not limited to:

- internal departments
- external organisations
- individual people
- employees

**Documentation standards**

- May include but are not restricted to policy relating to sign-off, storage, distribution, revision
- Standards may include ISO/IEC/AS standards, organisational standards, project standards (for further information refer to the Standards Australia website at: [www.standards.com.au](http://www.standards.com.au) )
- May include tools for documenting (e.g. word processing packages, desktop publishing packages)

**Business-critical factors** may include:

- response times
- scalability
- traffic
- data knowledge and management
- security
- customer demographics
- customer confidence
- expectations

**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:

- Assessment must confirm the ability to accurately and clearly document business requirements based on business strategy current and future directions. A consensus position needs to be facilitated amongst client stakeholders where different points of view exist.

To demonstrate competency in this unit the learner will need access to:

- Project brief
- Business documentation

**Context of and specific resources for assessment**

The breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination would be characteristic.

Assessment must ensure:

- self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.
- Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.

**Method of assessment**

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.

- Competency in this unit should to be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.
- Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended for example:

- ICAA5050B Develop detailed component specifications from project specifications
- ICAA5139B Design a database
- ICAA5140C Design a server

An individual demonstrating this competency would be able to:

- Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- Analyse and plan approaches to technical problems or management requirements
- Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- Evaluate information, using it to forecast for planning or research purposes
- Take responsibility for own outputs in relation to broad quantity and quality parameters
- Take some responsibility for the achievement of group outcomes
- Maintain knowledge of industry products and services