

ICAP5039B: Match IT needs with the strategic direction of the enterprise

Description

This unit defines the competency required to ensure IT services meet current and future internal operational enterprise requirements. The following units are linked and form an appropriate cluster: ICAP5036B Determine appropriate IT strategies and solutions ICAP6038B Develop strategic and action plans ICAA5151B Gather data to identify business requirements 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 [ICAA4041C](#) - Determine and confirm client business expectations and needs

Unit Sector

Strategy Planning

Performance criteria

Element	Performance criteria
1. Evaluate current business strategy	1.1 Analyse the current strategic plan of the organisation to understand the industry environment and current organisational goals
	1.2 Compare information related to current operational practices and the strategic plan to determine possible IT gaps and improvement opportunities
	1.3 Report information regarding the impact of IT developments to appropriate person(s)
2. Evaluate impact of changes	2.1 Review information on current IT systems supported by the organisation
	2.2 Compare and document advantages and disadvantages of current and proposed IT systems
	2.3 Determine the objectives and implications of introducing changes
	2.4 Document findings and forward to appropriate person(s) for feedback
3. Develop action plans	3.1 Develop action plans for the proposed changes that can be implemented according to organisational policies and procedures
	3.2 Ensure that action plans take account of appropriate operational, financial, legal, human relations, internal and external operating environments and other relevant considerations
	3.3 Document action plans, ensuring that standards, targets and implementation methods are detailed
	3.4 Forward documentation to appropriate person for feedback/approval

Skills and Knowledge

Required skills

- Negotiation skills in relation to planning and selecting appropriate equipment and services for self and others, such as

when planning for client support service delivery within quality, time and cost parameters

- Evaluation and report writing skills involving analysis for evaluating IT changes, documenting recommendations and developing action plans
- Evaluation skills to determine possible IT client support gaps
- Broad strategic planning skills in relation to current operational practices and future requirements and the implications of introducing IT changes
- Planning and analysis skills for reviewing objectives and performance measures
- Time management skills in relation to planning the management of client support services
- Organising and presenting information in relation to business report writing requirements

Required knowledge

- Broad knowledge of technology and product directions for evaluating and forecasting vendor and technology trends
- Analysis and planning approaches to technical problems or management requirements, taking into account the hardware platform used by the organisation, and network and security guidelines
- Broad knowledge for evaluating current system functionality to forecast for planning
- Broad knowledge for evaluating internal and external operating environments
- Broad knowledge for evaluating the operating systems supported by the organisation to forecast for planning

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.

Appropriate person may include:

- supervisor
- teacher
- authorised business representative
- client

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:

- Competency is demonstrated by accessing and analysing relevant information on changes to technology and resources; analysing strategic plans to determine future technology needs; monitoring resource utilisation and cost efficiency and effectiveness of technology.

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

- Detailed information relating to business strategic plan
- Budget constraints
- A timeframe for the strategic plan
- Business objectives
- Business risks
- Information on a range of IT business solutions

The learner will need access to the outcomes of the business analysis process

Context of and specific resources for assessment

Information Technology provides critical infrastructure and support for commercial and business objectives in organisations and together with communications processes are key success factors in the development of corporate strategies.

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:

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- 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 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:

- ICAP5036B Determine appropriate IT strategies and solutions
- ICAA5151B Gather data to identify business requirements

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