Australian Government
Department of Education, Employment and Workplace Relations

ICAPRG518A Monitor the system pilot

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

ICAPRG518A Monitor the system pilot

Modification History

Release	Comments
Release 1	This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate the performance of the developed system among a subset of clients.

Application of the Unit

This unit applies to senior programmers and systems analysts who are required to implement systems.

Licensing/Regulatory Information

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.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
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.*

Elements and Performance Criteria

1. Monitor implementation of pilot system	1.1 Review *pilot* and support documentation
	1.2 Identify pilot and *system* procedures
	1.3 Supervise system functionality and integrity tests
	1.4 Document findings
	1.5 Provide appropriate technical support as required
2. Evaluate pilot system	2.1 Review pilot objectives and success criteria against pilot operation
	2.2 Review *client* and executive feedback on pilot against *acceptance criteria*
	2.3 Identify and prioritise areas of success and improvement
	2.4 Assess the impact of changes on the pilot
	2.5 Document review process and submit to *appropriate person*

Required Skills and Knowledge

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

Required skills

- analytical skills to evaluate the pilot by monitoring performance
- communication skills to:
    - facilitate and present concepts and obtain group consensus
    - liaise with clients and team members
- literacy skills to interpret and write technical documents
- planning and organisational skills to manage the system pilot
- research skills to identify, analyse and evaluate broad features of a particular business domain and best practice in system piloting.

Required knowledge

- current industry-accepted system piloting methodologies, including their general features and capabilities, with particular emphasis in acceptance criteria
- current industry system development and design methodologies
- broad knowledge of industry-accepted hardware and software products
- project objectives and client requirements, e.g. when monitoring implementation of pilot
- client business domain
- three or more current industry information-gathering methodologies
- role of stakeholders and the degree of stakeholder involvement
- system's current functionality, with specific emphasis on:
    - system integration
    - system response and recovery times
    - user interfaces
    - validation of inputs and outputs.

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:
	
	• observe and evaluate the pilot by:
	  • monitoring performance
	  • analysing performance issues from a systems and a client user perspective
	  • documenting findings
	  • evaluating against acceptance criteria.

Context of and specific resources for assessment	Assessment must ensure access to: • acceptance criteria • pilot plan • system to be piloted • appropriate learning and assessment support when required • modified equipment for people with special needs.

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:
	
	• evaluation of piloting process
	• review of pilot documentation prepared by candidate
	• verbal or written questioning to assess candidate's knowledge of:
	  • piloting methodologies
	  • system's current functionality.

Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required

	knowledge.

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.

Pilot may relate to:	• nature of system • organisational requirements.
System may include:	• application service provider (ASP) • applications • databases • gateways • internet service provider (ISP) • operating system • servers.
Client may include:	• external organisations • individuals • internal departments • internal employees.
Acceptance criteria may include:	• accessibility • cost implications • logistical considerations • technical • timeframe.
Appropriate person may include:	• authorised business representative • client • supervisor.

Unit Sector(s)

Programming and software development

Innovation and Business Skills Australia