Australian Government

ICTSAS602 Implement change management processes

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to apply methodologies and activities that facilitate the planning, implementation and monitoring of Information and Communications Technology (ICT) change.

It applies to experienced individuals who provide specialised technical advice, guidance and leadership in a range of areas requiring change-management in ICT systems.

No licensing, legislative, or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan ICT system changes	1.1 Determine and document organisational change procedures and conventions according to organisational requirement, policies and procedures 1.2 Identify required personnel responsible for change management policy and procedures 1.3 Evaluate current ICT system to determine changing user or business patterns 1.4 Develop and document ICT change management plan according to organisational requirements 1.5 Submit document to required personnel, seek and respond to feedback
2. Identify technology	2.1 Determine industry standard ICT benchmarks

ELEMENT	PERFORMANCE CRITERIA
system change needs	2.2 Compare identified needs against performance benchmarks and identify and document required changes
	2.3 Determine and document required changes and determine impact
	2.4 Submit document to required personnel, seek and respond to feedback
3. Implement change	3.1 Determine and document change schedule
	3.2 Implement change management plan according to organisational policies and procedures
	3.3 Identify and document new performance benchmarks
	3.4 Determine and document required changes and implementation requirements
	3.5 Submit document to required personnel, seek and respond to feedback
4. Monitor and review implementation	4.1 Measure change performance against new benchmarks
	4.2 Submit performance results to stakeholders
	4.3 Obtain sign-off on changes
	4.4 Provide appropriate documentation and reporting

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Learning	• Takes a lead role in the development and facilitation of change management in an ICT environment
Numeracy	• Uses mathematical equations to calculate and compare numerical data against benchmarks and to plan and organise schedules
Oral communication	• Uses listening, questioning and presenting techniques to confirm information and promote changes using appropriate industry language
Reading	• Interprets and analyses a range of textual information and numerical data from a range of technical sources to determine necessary actions
Writing	• Prepares documentation detailing required changes, procedures and implementation according to organisational requirements using required language

SKILL	DESCRIPTION
Teamwork	• Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships
Planning and organising	• Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands • Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques, experience and knowledge
Problem solving	• Analyses and understands context of information and uses it to develop solutions to given problems
Technology	• Uses digital technologies to manage business operations and actively investigates new technologies for strategic and operational purposes

Unit Mapping Information

Supersedes and is equivalent to ICTSAS601 Implement change management processes and ICTTEN605 Implement planned network changes with minimal impact to the customer.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2