COORDINATE INFORMATION COMMUNICATIONS TECHNOLOGY (ICT) FUNCTIONS
UNIT CODE: BUS/BM/CR/08/6

Unit Description

This unit specifies the competencies required to coordinate ICT functions. It involves developing organizations ICT policy, managing procurement of ICT services, managing ICT installation and maintenance, managing organizations ICT integration. It also entails managing ICT innovation, managing virtual platform, analyzing and interpreting reports generated from ICT system, conducting ICT user training and preparing ICT report.

ELEMENTS AND PERFORMANCE CRITERIA

Element	Performance Criteria
These describe the key outcomes which make up workplace function.	*These are assessable statements which specify the required level of performance for each of the elements.* **Bold and italicized terms are elaborated in the Range**
1. Develop Organization ICT policy	1.1 ICT Technical team is formed in accordance with strategic plan 1.2 ***ICT draft policy*** is developed in accordance with the strategic plan 1.3 ICT draft policy is reviewed and a report generated according to organization standard operating procedures

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	1.4 Amendments on draft ICT policy is undertaken based on review report 1.5 ICT policy is developed and approved in accordance with the ICT objectives in the strategic plan 1.6 ICT policy is shared among organization departments according to organization policy
2. Manage Procurement of ICT Services	2.1 ICT needs assessment is carried out according to organizations business operations 2.2 Requisitions are received from user departments according to ICT policy 2.3 Invitation to tender or quotation is done according to the budget and the mode according to the procurement procedure and regulations 2.4 Sourcing of **ICT services** is done in accordance with the procurement procedure and regulations 2.5 Verification of procured ICT services is undertaken according to the procurement policy

Element	Performance Criteria
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	2.6 Procured services are distributed to respective departments based on procurement policy
3. Manage ICT Installation and Maintenance	3.1 Requirements of the **ICT system** installation are provided in accordance with the nature of the service and service providers policy guidelines 3.2 Installation process are conducted in accordance with the ICT service provider policy and contract between the organization and the service provider 3.3 ICT access levels and rights are defined and in accordance with ICT policy 3.4 ICT system is maintained as per the ICT policy requirements 3.5 ICT backup procedures are developed and implemented in accordance with ICT policy

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	3.6 The ICT system is reviewed in accordance with the feedback gathered from the users
4. Manage Organizations ICT Integration	4.1 Systems networking in the organization is undertaken according organization structure
	4.2 *Systems of sharing information* is developed and implemented in accordance with the organization requirements
	4.3 Establish enterprise resource planning (ERP) according to organization policy
	4.4 Challenges in the system are reported according to the standard operating procedures
	4.5 ICT system is upgraded or downgraded in accordance with the ICT policy
5. Manage ICT Innovation	5.1 Current technologies in ICT are identified and evaluated according to the organizational needs

Element	Performance Criteria
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	5.2 Training needs on ICT are identified and conducted according to the needs and approved budget 5.3 ***ICT technologies*** are adopted and managed as per ICT guidelines 5.4 Impact assessment on new ICT technology uptake is conducted according to the organization policy 5.5 Recommendation on ICT uptake is made
6. Manage Virtual Platform	6.1 Virtual platforms are identified according to organization needs 6.2 Personnel are trained on the use of social media according to organizational policy 6.3 Virtual platform is customized in accordance with organizations needs 6.4 ***Online services*** for the business are developed in accordance with ICT Policy 6.5 System feedback is monitored and reviewed as per ICT policy

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	6.6 Systems security is provided in accordance with ICT policy
7. Analyze and Interpret Reports Generated from ICT System	7.1 Information analysis system is developed as per the organization policy 7.2 Departmental user reports are obtained according to the organization policy 7.3 Analysis and interpretation of reports is conducted according to the ICT policy. 7.4 Analyzed departmental user reports are disseminated according to organization procedures 7.5 Periodic review of ICT system is undertaken in accordance with ICT policy and procedures/SOPs
8. Conduct ICT User Training	8.1 Training needs assessment is carried out in accordance with HR training procedures 8.2 Training objectives are set based on training needs

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	8.3 Training programmes is prepared as per HR procedures
	8.4 Training budget is prepared according to organization finance procedures and policy
	8.5 Training resources are obtained in accordance with budget
	8.6 ICT training is carried out as per training programme and budget
	8.7 Evaluation of training is carried out as per training needs and objectives set
	8.8 Training report is prepared and shared according to organization procedures
9. Prepare ICT report	9.1 Organization ICT report is prepared and shared in accordance with SOPs
	9.2 Areas of concern are identified based on targets and ICT procedures
	9.3 ICT recommendations are implemented as per ICT policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range *May include but not limited to:*
1. ICT Services	1.1 Hardware 1.2 Software 1.3 Data 1.4 Users 1.5 Communications technology
2. ICT Draft Policy	2.1 Users 2.2 Service providers 2.3 Acquisition 2.4 Maintenance 2.5 Monitoring 2.6 Disposal 2.7 Control
3. Virtual Patforms	3.1 Facebook 3.2 WhatsApp 3.3 Instagram 3.4 Twitter 3.5 Telegram
4. ICT System	4.1 Hardware 4.2 Software 4.3 Personnel 4.4 Speed 4.5 Storage capacity

Variable	Range
	May include but not limited to:
	4.6 Coding
	4.7 Network
5. ICT technologies	5.1 Human interface
	5.2 Nano technology
	5.3 Bio technology
	5.4 Artificial intelligence technology
6. Online services	6.1 Websites
	6.2 Email
	6.3 Video conference
	6.4 Registration
	6.5 Recruiting
7. Systems of sharing information	1.1 LAN
	1.2 Telephone
	1.3 Internet

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

The individual needs to demonstrate the following skills:

- Planning
- Problem solving and trouble shooting
- Networking
- Computer applications
- Computer operation

- ICT applications
- Analytical
- Communication
- Report writing
- Training
- Statistical analysis

Required Knowledge

The individual needs to demonstrate knowledge of:

- Basic principles of applied ICT
- Usage of computer
- Computer maintenance and servicing
- Enterprise resource placing
- Web designs
- Data security
- Procurement
- Use of internet
- Communication
- Basic budgeting

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Carried out organization's ICT needs assessment 1.2 Developed organization ICT policy 1.3 Procured ICT services 1.4 Installed ICT systems 1.5 Maintained ICT systems 1.6 Developed networking systems for the organization 1.7 Adopted to new appropriate ICT technologies 1.8 Identified, adopt and managed use of social media 1.9 Analyzed and disseminated departmental ICT user reports 1.10 Conducted ICT user training 1.11 Prepared and shared training report
2. Resource Implications	The following resources must be provided: 2.1 Assessment location 2.2 Work station 2.3 Candidate reports/file 2.4 Computer/printer 2.5 Projectors 2.6 Tablets 2.7 Internet connectivity

3.	Methods of Assessment	Competency may be assessed through: 3.1 Observation 3.2 Project 3.3 Case study 3.4 Written 3.5 Third party reports 3.6 Oral
4.	Context of Assessment	Competency may be assessed: 4.1 On the job 4.2 Off the job 4.3 In work placement (attachment,) Off the job assessment must be undertaken in a closely simulated workplace environment
5.	Guidance Information for Assessment	Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.