INFORMATION COMMUNICATION TECHNOLOGY FUNCTION COORDINATION
UNIT CODE: BUS/CU/BM/CR/06/5/A

Relationship to Occupational Standards
This unit describes the unit of competency: Coordinate ICT functions

Duration of Unit: 120 Hours

Unit Description
This unit specifies the competencies required to coordinate ICT functions. It involves developing organizations ICT policy, procuring ICT services, supervising ICT installation and maintenance, integrating ICT in operations, conducting ICT user training, promoting ICT innovation, coordinating virtual platforms and analysing and interpreting user reports and prepare ICT report

Summary of Learning Outcomes
1. Develop organizations ICT policy
2. Procure ICT services
3. Supervise ICT installation and maintenance
4. Integrate ICT in operations
5. Conduct ICT user training
6. Promote ICT innovation
7. Coordinate virtual platforms
8. Analyse and interpret user reports
9. Prepare ICT report

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Develop organizations ICT policy	- Carrying out ICT Needs assessment - Forming Technical team - Developing ICT draft policy - Reviewing and generating ICT draft policy - Undertaking amendments on draft ICT policy - Developing ICT policy is developed - Sharing ICT policy is shared	- Written - Oral - Project
2. Procure ICT Services	- Receiving requisitions from user departments - Undertaking invitation to tender or quotation - Sourcing of ICT services	- Written - Oral - Project

Learning Outcome	Content	Suggested Assessment Methods
	• Undertaking verification of procured ICT services • Distributing procured ICT services	
3. Supervise ICT Installation and Maintenance	• Providing requirements of the **ICT system** installation • Conducting installation process of ICT services • Maintaining ICT system • Reviewing ICT system	• Written • Oral test • Project
4. Integrate ICT in Operations	• Undertaking systems networking • Developing Systems of sharing information • Establishing enterprise resource planning (ERP) • Reporting challenges in the system • Upgrading or downgrading ICT system	• Written • Oral test • Project
5. Conduct ICT User Training	• Carrying out training needs assessment • Setting training objectives • Preparing training programmes • Preparing training budget • Obtaining training resources • Carrying out ICT training • Carrying out evaluation of training • Preparing and sharing training report	• Written • Oral test • Project
6. Promote ICT Innovation	• Evaluating current technologies in ICT • Identifying and conducting training needs on ICT • Adopting and managing ICT new technologies • Conducting impact assessment on new ICT technology uptake • Making recommendation on ICT uptake	• • Written • Oral test • Project
7. Coordinate Virtual Platforms	• Identifying virtual platforms • Training personnel on the use of virtual platforms	• Written • Oral test • Project

Learning Outcome	Content	Suggested Assessment Methods
	• Customizing virtual platforms • Developing online services for the business • Monitoring and reviewing system feedback • Providing systems security	
8. Analyse and Interpret Reports	• Developing information analysis system • Obtaining departmental user reports • Conducting analysis and interpretation of reports • Disseminating analysed departmental reports • Undertaking periodic review of ICT system	• Written • Oral test • Project
9. Prepare ICT Report	• Preparing and sharing organization ICT report • Identifying ICT areas of concern • Implementing ICT recommendations	• Written • Oral test • Project

Suggested Methods of Instruction
- Instructor led facilitation
- Demonstration by trainer
- Viewing videos
- Group discussions and presenations
- Field work and benchmarking

Recommended Resources
- Computer
- Internet connectivity
- Stationery
- Phones
- Remotes
- Software
- Tablets
- Network cables
- Printers