
Overview

The Consultancy sub-discipline (206) involves the competencies required to provide objective advice and assistance on the strategy, structure and management of IT operations of an organisation, in support of identified business purposes and objectives. It may focus on a specified business topic, such as new business ventures, cost reduction, mergers or product launches. Consultancy is usually contracted between a Consultancy provider and a client.

Working in the Associate Professional role (2063) involves:

- Contributing to consultancy assignments for IT enabled systems, under supervision (2063.01);
- Collating information to inform consultancy assignments for IT enabled systems, under supervision (2063.02); and
- **Communicating information during consultancy assignments for IT enabled systems, under supervision (2063.03)**

ESKITP2063.03

Communicate information during consultancy assignments for IT enabled systems, under supervision

Performance criteria

You must be able to:

- P1 engage effectively with nominated client/customer during a consultancy assignment for IT enabled systems
- P2 report the outcomes, issues, and deliverables associated with own assigned consultancy activities to senior team members
- P3 provide relevant accurate and current information and data from own activities to other individuals involved in the delivery of a consultancy assignment
- P4 present findings and recommendations from specified activities during a consultancy assignment to superiors

Knowledge and understanding

You need to know and understand:

- K1 How to identify and select the most appropriate methods to communicate with a wide range of sponsors, stakeholders, and other internal individuals and bodies involved in a consultancy assignment for IT enabled systems
- K2 How to communicate clearly and in a timely manner with sponsors, stakeholders, and other internal individuals and bodies involved in a consultancy assignment
- K3 How to provide relevant accurate and current information and data in a timely manner to other individuals involved in a consultancy assignment for IT enabled systems
- K4 How to use the most appropriate processes, procedures, methods, tools, and techniques to present the deliverables from a consultancy assignment to clients/customers
- K5 How to develop and maintain progress reports of own consultancy tasks and activities for review by others
- K6 The importance of developing and maintaining empathy with customers and clients during consultancy assignments for IT enabled systems
- K7 What are the range of consultancy roles that can be involved in any single consultancy assignment for IT enabled systems
- K8 The roles and responsibilities of other individuals involved in a consultancy assignment and the interdependency of their work
- K9 The need for monitoring the quality and effectiveness of consultancy activities in meeting client/customer needs

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