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## 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 Professional role (2064) involves:

- **Carrying out consultancy assignments for IT enabled systems (2064.01);**
- Managing client relationships during consultancy assignments for IT enabled systems (2064.02); and
- Contributing to the management of consultancy assignments for IT enabled systems, under supervision (2064.03).

**Performance  
criteria**

*You must be able to:*

- P1 scope and plan tasks and activities for self and other individuals within any given consultancy assignment for IT enabled systems
- P2 allocate resources, where relevant, to tasks and activities within a consultancy assignment
- P3 supervise the tasks and activities of others, where appropriate, within a consultancy assignment
- P4 analyse information and data gathered and collated from consultancy tasks and activities within own area accountability
- P5 manage the delivery of tasks and activities within own area of accountability during any given consultancy assignment to timescales and budget
- P6 monitor the quality and effectiveness of consultancy activities allocated to other individuals within own area of accountability

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to develop and maintain plans for consultancy tasks and activities within own area of accountability
- K2 how to manage and monitor the delivery of tasks and activities within own area of accountability during any given consultancy assignment
- K3 the range of approaches that can be taken to consultancy work
- K4 the fact that the brand and reputation of a consultancy firm are sustained by the calibre and conduct of individuals working within it
- K5 the importance of researching, accessing, and using information and data relating to individual customers/clients and the contacts within them during consultancy activities
- K6 the internal and external factors that may impact on the effectiveness of a consultancy assignment
- K7 the importance of accurately representing a consultancy provider's brand, reputation, and ethos during consultancy activities
- K8 the potential implications of the deliverables and outcomes of a consultancy assignment being incorrect, inadequate, and/or inappropriate
- K9 why the quality and effectiveness of a consultancy assignment needs to be monitored

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## Carry out consultancy assignments for IT enabled systems

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