
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 identify the internal and external sponsors of, and stakeholders for, any consultancy assignment for IT enabled systems
- P2 identify and select the most appropriate approaches to take with any particular sponsors, stakeholders, and other internal/external individuals and bodies during a consultancy assignment for IT enabled systems
- P3 develop and maintain effective relationships with sponsors, stakeholders, and other internal/external individuals and bodies during a consultancy assignment for IT enabled systems
- P4 anticipate potential issues arising with customers and clients reporting to superiors as required

Knowledge and understanding

You need to know and understand:

- K1 how to update client/customer data and information where appropriate as a result of consultancy activities for IT enabled systems
- K2 how to identify when and how consultancy interventions can add value to a customer or client organisation
- K3 how to provide effective consultancy services and support to customers and clients
- K4 how to communicate effectively with a wide range of senior individuals within the client organisation during a consultancy assignment for IT enabled systems
- K5 how to develop empathy with the customer/client during a consultancy assignment for IT enabled systems
- K6 how to establish/identify customer/client needs, issues, and priorities within a consultancy assignment for IT enabled systems
- K7 how to agree actions and plans to address customers and clients' issues and requirements during a consultancy assignment for IT enabled systems
- K8 the importance of managing the needs and expectations of the customer or client in consultancy assignments for IT enabled systems
- K9 the importance of managing relationships with sponsors, stakeholders, and internal/external bodies and individuals on matters relating to consultancy assignments
- K10 who are the internal and external sponsors of, and stakeholders for, any consultancy assignment
- K11 the need to be sensitive to internal politics, and the role and importance of individuals, within customer or client organisations during consultancy activities for IT enabled systems

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- K12 the importance of ensuring organisational integrity and security during consultancy activities
- K13 the appropriateness of any particular consultancy approach to an individual client assignment
- K14 the importance of presenting difficult findings and outcomes to clients in a positive and constructive manner

ESKITP2064.02

Manage client relationships within existing consultancy assignments for IT enabled systems

Developed by e-skills UK

Version number 1

Date approved August 2013

Indicative review date December 2015

Validity Current

Status Original

Originating organisation e-skills UK

Original URN ESKITP2064.02

Relevant occupations Information and Communication Technology; Information and Communication Technology Professionals; Information and Communication Technology Officer; IT Service Delivery Occupations; Software Development

Suite IT and Telecoms

Key words Consultancy; Business Analysis; Business Change