

---

## 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 provide accurate and complete deliverables from consultancy tasks and activities for IT enabled systems within own area of accountability in a timely manner
- P2 identify issues and risks associated that may impact on the delivery of a consultancy assignment for IT enabled systems
- P3 ensure the delivery of specified deliverables and outcomes for a consultancy assignment for IT enabled systems, under supervision
- P4 monitor the alignment of consultancy activities and their deliverables within own area of accountability with all relevant legislation, regulation, contractual obligations, and external standards in line with organisational strategy, policies, and standards
- P5 present findings and outcomes from all specified consultancy activities, within own area of accountability, during a consultancy assignment to sponsors, stakeholders, and other internal and external bodies, as directed by superiors
- P6 be accountable for the quality and effectiveness of all outcomes and deliverables from consultancy tasks and activities for IT enabled systems within own area of accountability

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to identify and select the most appropriate processes, procedures, methods, tools, and techniques to conduct consultancy activities for IT enabled systems
- K2 how to use/apply the processes, procedures, methods, tools, and techniques to monitor the alignment of consultancy activities and their deliverables with all relevant legislation, regulation, contractual obligations, and external standards, in line with organisational strategy, policies, and standards
- K3 how to take account of internal and external factors that may impact a client organisation during consultancy activities for IT enabled systems
- K4 how to verify that consultancy activities meet the needs of customers/clients
- K5 how to correctly use and apply information and data collated within own area of accountability during a consultancy assignment for IT enabled systems
- K6 how to verify the accuracy, currency, completeness, and relevance of data and information by consultancy activities within own area of accountability
- K7 how to accurately analyse and interpret information and data collated within own area of accountability during a consultancy assignment for IT enabled systems
- K8 how to accurately document the findings and outcomes from consultancy tasks and activities within own area of accountability
- K9 how to apply lessons learned from previous consultancy assignments
- K10 the importance of delivering consultancy assignments to the satisfaction of the customer or client
- K11 the importance of verifying information and data used in the

## ESKITP2064.03

### Contribute to the management of consultancy assignments for IT enabled systems, under supervision

---

deliverables and outcomes of a consultancy assignment for IT enabled systems

- K12 the fact that on some occasions the deliverables from a consultancy assignment may be unexpected, disappointing, and/or difficult for clients to accept
- K13 the fact that organisational politics are often a critical factor in the success or failure of a consultancy assignment
- K14 why the alignment of consultancy activities and their deliverables with all relevant legislation, regulation, and internal/external standards needs to be monitored

ESKITP2064.03

Contribute to the management of consultancy assignments for IT enabled systems, under supervision

---

**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** ESKITP2064.03

---

**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