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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 Senior Professional role (2065) involves:

- Planning consultancy assignments for IT enabled systems (2065.01);
- **Managing relationships during consultancy assignments for IT enabled systems (2065.02);** and
- Managing consultancy assignments for IT enabled systems (2065.03)

**Performance  
criteria**

*You must be able to:*

- P1 correctly identify the key customer/client contacts and their needs for a particular consultancy assignment for IT enabled systems
- P2 critically interpret information and data, from both within the customer/client organisation and other sources, in order to identify any sensitivities that need to be addressed during a consultancy assignment for IT enabled systems
- P3 routinely monitor and measure the satisfaction levels of customers/clients during a consultancy assignment for IT enabled systems
- P4 correctly identify what actions may need to be taken in the event of customers/clients becoming dissatisfied during a consultancy assignment for IT enabled systems
- P5 take decisive and timely action in the event of customers/clients being dissatisfied during a consultancy assignment for IT enabled systems

**Knowledge and understanding**

*You need to know and understand:*

- K1 the senior management structure of a particular customer/client organisation
- K2 any previous consultancy assignments with the customer/client, their outcomes, and perceived success
- K3 how to identify and deal with any organisational politics that exist within a customer or client organisation
- K4 how to manage relationships with senior customers, clients, sponsors, stakeholders, individuals, and internal and external bodies and individuals, on matters relating to consultancy activities for IT enabled systems
- K5 how to effectively plan and manage consultancy assignments to ensure customer satisfaction and expectations
- K6 how to monitor and measure customer/client satisfaction during consultancy assignments for IT enabled systems
- K7 how to develop and maintain effective relationships with senior customers, clients, and stakeholders during consultancy assignments
- K8 how to monitor and report progress of actions to address customer/client issues to the customer/client during consultancy assignments for IT enabled systems
- K9 the organisational structure and politics associated with a customer/client business
- K10 how consultants can add value to the operational effectiveness of customer/client organisations
- K11 how consultants can add value to the full life cycle of IT systems, services, and assets in a customer or client organisation
- K12 the importance of maintaining trusted relationships with sponsors, stakeholders, and other individuals and bodies during a consultancy assignment

- K13 the importance of communicating how a consultancy assignment has been scoped, designed, and structured to meet the needs of the customer/client for IT enabled systems review and development and
- K14 the importance of taking timely and appropriate action to ensure customer satisfaction

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## Manage relationships during consultancy assignments for IT enabled systems

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

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**Suite** Information Security

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