
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 critically interpret the needs of customers/clients from any particular consultancy assignment for IT enabled systems
- P2 clearly present the scope, outcomes, and deliverables from a proposed consultancy assignment for IT enabled systems to customers/clients
- P3 implement and maintain strategy, policies, plans, standards, processes, procedures, methods, tools, and techniques relating to consultancy activities and their deliverables
- P4 take action to gain sign off to the proposed consultancy assignment from sponsors, stakeholders, and other relevant individuals and bodies
- P5 routinely monitor the quality and effectiveness of any particular consultancy assignment for IT enabled systems
- P6 critically analyse the results gained from monitoring the alignment of consultancy activities and their deliverables with all legislation, regulation, contractual obligations, and external standards, in line with organisational strategy, policies, and standards
- P7 take timely and decisive action to address any issues arising from monitoring a particular consultancy assignment for IT enabled systems
- P8 gain sign off to the final outcomes and deliverables from any particular consultancy assignment for IT enabled systems from sponsors, stakeholders, and other relevant individuals and bodies

Knowledge and understanding

You need to know and understand:

- K1 the success criteria for a consultancy assignment for IT enabled systems
- K2 what action to take in the event of breaches of integrity and confidentiality during consultancy activities
- K3 how to implement and maintain strategy, policies, plans, and standards relating to consultancy activities and their deliverables
- K4 how to implement and maintain the processes, procedures, methods, tools, and techniques relating to consultancy activities and their deliverables
- K5 how to monitor the quality and effectiveness of the delivery of consultancy assignments for IT enabled systems
- K6 how to maintain the integrity and confidentiality of customer/client data and information during consultancy assignments activities
- K7 how to implement and maintain 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
- K8 how to ensure that the rules and controls required to ensure the integrity and security of information used in consultancy assignments are applied
- K9 how to analyse the results gained from monitoring the alignment of consultancy activities and their deliverables with all legislation, regulation, contractual obligations, and external standards in line with organisational strategy, policies, and standards
- K10 client needs and expectation from any particular consultancy assignment for IT enabled systems
- K11 the fact that customer/client needs and expectations from a consultancy assignment are sometimes unclear and may vary across

an organisation

- K12 how any particular consultancy assignment for IT enabled systems aligns to/supports the customer/client business strategy and/or business operations
- K13 the importance of clarifying the proposed deliverables and outcomes from any particular consultancy assignment with the appropriate individuals and bodies
- K14 the fact that there are significant commercial and brand/reputation issues associated with the failure of any consultancy assignment

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Manage consultancy assignments for IT enabled systems

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