
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 Lead Professional role (2066) involves:

- Promoting the organisation's consultancy services for IT enabled systems (2066.01);
- **Managing strategic relationships during the provision of consultancy services for IT enabled systems (2066.02);**
- Reviewing the provision of consultancy services for IT enabled systems (2066.03); and
- Managing the provision of consultancy services for IT enabled systems (2066.04).

Performance criteria

You must be able to:

- P1 demonstrate the strength and depth of expertise and skills available to sponsors and stakeholders within customers/client organisations requiring consultancy services for IT enabled systems
- P2 establish and maintain effective relationships with the most senior sponsors, and stakeholders within a customer/client organisation during consultancy assignments for IT enabled systems
- P3 communicate regularly with most senior sponsors, stakeholders, and decision makers within a customer/client organisation during consultancy assignments for IT enabled systems
- P4 regularly review the progress of any consultancy assignments taking place with a customer/client, taking timely and effective action to address issues arising from it
- P5 critically review the findings and outcomes from any consultancy assignments for IT enabled systems assessing their appropriateness, accuracy, and completeness, and ensuring that they deliver to the expectations of customers/clients
- P6 communicate findings and outcomes from consultancy assignments for IT enabled systems to the most senior sponsors, stakeholders, and decision makers, taking action to ensure that difficult issues are presented in a constructive manner and that customer/client expectations are managed effectively

Knowledge and understanding

You need to know and understand:

- K1 who are the most senior sponsors and stakeholders in a customer/client organisation
- K2 how to identify any sensitivities that may arise from the findings and outcomes produced by consultancy assignments and activities for IT enabled systems
- K3 how to identify actions required to resolve issues and dissatisfaction from clients and ensure satisfactory completion of assignments
- K4 how to maintain effective relationships with senior sponsors, stakeholders, and other individuals within customer/client organisations
- K5 how to ensure customer/client satisfaction during consultancy assignments for IT enabled systems
- K6 how to manage customer/client expectations during consultancy assignments for IT enabled systems
- K7 how to manage difficulties arising from the deliverables and outcomes from a consultancy assignment with customers/clients
- K8 the importance of ensuring the right blend of skills, knowledge, and experience are available for a consultancy assignment for IT enabled systems in order to maintain a consultancy provider's brand and reputation

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Manage strategic relationships during the provision of consultancy services for IT enabled systems

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