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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 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 routinely monitor the quality and effectiveness of consultancy services for IT enabled systems provided by a consultancy provider/practice
- P2 critically analyse the results gained from monitoring the alignment of all consultancy activities and their deliverables provided by a consultancy provider/practice with all legislation, regulation, contractual obligations, and external standards
- P3 take timely and decisive action to address any issues arising from monitoring consultancy services for IT enabled systems provided by a consultancy provider/practice
- P4 provide timely and specific advice and guidance to other individuals working on consultancy assignments for IT enabled systems
- P5 monitor the quality and effectiveness of consultancy services for IT enabled systems provided by a consultancy provider/practice, taking timely and specific action, where appropriate, to address issues
- P6 take action to ensure that the deliverables and outcomes from consultancy assignments for IT enabled systems incorporate best/good practice
- P7 be fully accountable for the quality and effectiveness of consultancy services for IT enabled systems provided to any particular customer/client

**Knowledge and understanding**

*You need to know and understand:*

- K1 what actions may be taken in the event of consultancy activities for IT enabled systems not meeting customers expectations or being inadequate or inappropriate
- K2 how to apply best practice in consultancy activities for IT enabled systems
- K3 how to provide advice and guidance to others on all aspects of consultancy assignments for IT enabled systems and their deliverables
- K4 how to design the processes, procedures, methods, tools, and techniques to monitor the alignment of consultancy activities for IT enabled systems and their deliverables with all relevant legislation, regulation, contractual obligations, and external standards, in line with organisational strategy, policies, and standards
- K5 how to review the quality and effectiveness of the delivery consultancy activities for IT enabled systems and their deliverables
- K6 how to evaluate the success of consultancy propositions for IT enabled systems that are pitched to prospective customers/clients
- K7 how to manage the alignment of consultancy activities for IT enabled systems and their deliverables with all relevant legislation, regulation, contractual obligations, and external standards in line with organisational strategy, policies, and standards
- K8 how to design and implement strategy and policies to ensure the alignment of consultancy activities for IT enabled systems and their deliverables with all relevant legislation, regulation, contractual obligations, and external standards, in line with organisational strategy, policies, and standards
- K9 what actions may be taken in the event of consultancy activities for IT enabled systems not meeting customers expectations or being inadequate or inappropriate

ESKITP2066.03

## Review the provision of consultancy services for IT enabled systems

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