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## Overview

This sub-discipline covers the competencies required to plan and manage the effective installation, implementation and handover of an information technology system. It also includes the competencies required to ensure that post implementation review activities take place.

Planning of installation, implementation and handover activities may commence at an early point in the lifecycle, in some cases running in parallel with analysis, design and development activities. In the case of information technology systems, services and assets that require implementation on a national or global scale, many of the activities relating to education and training will commence well in advance of any planned implementation date(s). In some organisations, installation, implementation and handover may be initiated as part of wider change management activities within an organisation.

**Performance  
criteria**

*You must be able to:*

**Assist with gathering and documenting information to support systems installations, implementation and handover**

- P1 Follow organisational policies and standards relating to systems installation, implementation and handover activities as directed
- P2 Comply with any relevant legislation, regulations and external standards relating to systems installation, implementation and handover activities
- P3 Gather specified information relating to systems installation, implementation and handover as directed
- P4 Assist with the identification of the user and support staff training required as a result of the installation, implementation and handover of a new IT/technology system
- P5 Assist with the documentation of information relating to systems installation, implementation and handover as directed

**Knowledge and understanding**

**Assist with gathering and documenting information to support systems installations, implementation and handover**

*You need to know and understand:*

- K1 what information needs to be available for users and support staff of a new IT/technology system and its associated business processes
- K2 what documentation and support materials need to be produced for users and support staff of a new IT/technology system and its associated business processes
- K3 the type and range of user and support staff training required as a result of the installation, implementation and handover of a new IT/technology system
- K4 gather and document information to inform systems installation, implementation and handover plans from business analysis and other design, development and testing activities that may operate with:
- K5.1 reference to organisational policies and standards relating to systems installation, implementation and handover activities
- K5.2 reference to professional and ethical standards relating to systems installation, implementation and handover activities
- K5.3 integrity and confidentiality during systems installation, implementation and handover activities
- K6 comply with all relevant and applicable legislation, regulations and external standards relating to systems installation, implementation and handover activities

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IT/technology systems installation, implementation and handover Level 3 Role

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