
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:

Perform systems installation, Implementation and handover activities

- P1 Use and apply the systems development lifecycle as related to installation, implementation and handover activities, in line with organisational policies and standards
- P2 Correctly select and apply the procedures, tools and techniques applicable to systems installation, implementation and handover activities
- P3 Correctly gather and use information from internal and external sources involved in and associated with systems installation, implementation and handover activities
- P4 Contribute to 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

Document and present systems installation, implementation and handover activities

You must be able to:

- P5 Select, use and apply effective communication styles to use with sponsors, stakeholders and other individuals during systems installation, implementation and handover activities
- P6 Document, clearly and correctly, information relating to systems installation, implementation and handover activities in a clear and accurate manner as directed by superiors
- P7 Document, clearly and correctly, the user and support staff training required as a result of the installation, implementation and handover of a new IT/technology system
- P8 Contribute to presenting and reporting findings and results from systems installation, implementation and handover activities.

Knowledge and understanding

You need to know and understand:

Perform systems installation, Implementation and handover activities

- K1 the systems development lifecycle and the role and importance of installation, implementation and handover activities within it
- K2 the procedures, tools and techniques that can be used to conduct systems installation, implementation and handover activities
- K3 the potential implications of systems installation, implementation and handover deliverables being incorrect, incomplete, inadequate and/or inappropriate
- K4 systems installation, implementation and handover activities frequently involving a high degree of business engagement
- K5 the importance of:
 - K5.1 systems installation, implementation and handover deliverables supporting the business needs
 - K5.2 ensuring that agreed systems integrity, security and disaster recovery requirements are in place during systems installation, implementation and handover activities
- K6 use and apply the systems development lifecycle as appropriate to systems installation, implementation and handover activities
- K7 select and apply procedures, tools and techniques that may be used to conduct systems installation, implementation and handover activities
- K8 identify:
 - K8.1 what activities need to take place as part of systems installation, implementation and handover
 - K8.2 who should be involved in systems installation, implementation and handover activities
 - K8.3 external factors and their implications on systems installation, implementation and handover activities
 - K8.4 the potential implications for the organisation of failures during systems installation, implementation and handover activities
- K9 source and gather information:
 - K9.1 from business analysis and other design, development and testing activities that may inform systems installation, implementation and handover
 - K9.2 from individuals involved in the planning, scheduling, execution and sign off of systems installation, implementation and handover activities so that their needs and expectations can be established
 - K9.3 that can be used to define progress checkpoints and decision points to be used during systems installation, implementation and handover activities
 - K9.4 to produce back out plans and criteria

Document and present systems installation, implementation and handover activities

You need to know and understand:

- K10 the procedures, tools and techniques that can be used to conduct and document systems installation, implementation and handover activities
- K11 the importance of ensuring that:
 - K11.1 documentation and support materials for users of and support staff associated with any IT/ technology system are produced and/or

- supplied prior to systems installation, implementation and handover activities
- K11.2 training of users of and support staff associated with the information technology system takes place as part of systems installation, implementation and handover activities
- K12 select and apply procedures, tools and techniques that may be used to document systems installation, implementation and handover activities
- K13 document:
 - K13.1 decisions made during systems installation, implementation and handover activities
 - K13.2 the deliverables from systems installation, implementation and handover activities in a clear and understandable manner
 - K13.3 user and support staff training needs
- K14 Provide updated information, as appropriate, for IT architecture, systems design and integration and service management deliverables as a result of systems installation, implementation and handover activities.

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