
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:

Manage the infrastructure for systems installation, implementation and handover

- P1 Design and develop policies and standards for systems installation, implementation and handover activities
- P2 Advise and guide others on all aspects of systems installation, implementation and handover activities, including best practice
- P3 Identify when and how to use external providers of systems installation, implementation and handover services and which providers to use
- P4 Assist in the authorisation of contracts, decisions, actions and approaches in systems installation, implementation and handover assignments
- P5 Conduct effective post implementation reviews
- P6 Recommend actions to improve the effectiveness and quality of systems installation, implementation and handover activities within an organisation

Manage systems installation, implementation and handover

You must be able to:

- P7 Agree appropriate and effective actions and approaches to be used in systems installation, implementation and handover assignments
- P8 Select appropriate progress checkpoints and decision points, backout criteria and plans to be used during systems installation, implementation and handover activities
- P9 Negotiate effectively and tactfully with users, sponsors, stakeholders and external bodies on actions required as a result of systems installation, implementation and handover activities
- P10 Make appropriate and timely decisions on the actions required in the event of systems installation, implementation and handover activities not meeting the business needs
- P11 Identify and recommend opportunities to improve the quality and effectiveness of systems installation, implementation and handover activities
- P12 Review and improve the alignment of systems installation, implementation and handover activities with all relevant legislation, regulations and standards
- P13 Review and improve the quality and effectiveness of systems installation, implementation and handover assignments and any external providers involved in them.

Knowledge and understanding

You need to know and understand:

Manage the infrastructure for systems installation, implementation and handover

- K1 the issues associated with undertaking systems installation, implementation and handover work
- K2 the range of approaches that can be taken to systems installation, implementation and handover work and their appropriateness in a range of business and organizational contexts
- K3 design, implement and maintain:
 - K3.1 accurate plans and schedules for systems installation, implementation and handover activities
 - K3.2 policies and standards relating to systems installation, implementation and handover activities
 - K3.3 policies to ensure the alignment of systems installation, implementation and handover activities with all relevant legislation, regulations and standards
 - K3.4 the procedures, tools and techniques to monitor the alignment of systems installation, implementation and handover activities with all relevant legislation, regulations and standards
- K4 identify and select the approaches that can be taken to undertake systems installation, implementation and handover activities based on their appropriateness in a range of business, IT and other technology contexts
- K5 advise and guide others on:
 - K5.1 all aspects of systems installation, implementation and handover activities
 - K5.2 best practice in systems installation, implementation and handover activities
- K6 identify when and how to use external providers of systems installation, implementation and handover services
- K7 select which providers of systems installation, implementation and handover services to use
- K8 identify and recommend opportunities to improve the quality and effectiveness of systems installation, implementation and handover activities
- K9 manage the implementation of system environments for use during systems installation, implementation and handover activities
- K10 negotiate and agree:
 - K10.1 with sponsors, stakeholders and external bodies on how systems installation, implementation and handover activities should be scheduled and conducted
 - K10.2 with external providers of systems installation, implementation and handover services
 - K10.3 agree actions, approaches, policies, standards, procedures, methods, tools and techniques
 - K10.4 agree contractual arrangements with external providers of systems installation, implementation and handover services

Manage systems installation, implementation and handover

You need to know and understand:

- K11 service management, systems integrity, security and disaster recovery requirements that must be met during systems installation, implementation and handover activities
- K12 professional and ethical standards relating to systems installation, implementation and handover activities within an organisation
- K13 identify who should be involved in the sign off of systems installation, implementation and handover activities
- K14 select and implement progress checkpoints and decision points to be used during systems installation, implementation and handover activities
- K15 select and implement back out criteria, plans and procedures required during systems installation, implementation and handover activities
- K16 identify what actions may be taken in the event of the deliverables of

systems installation, implementation and handover activities failing or not supporting the business needs

K17 monitor, review and report:

K17.1 the effectiveness and quality of systems installation, implementation and handover activities

K17.2 the effectiveness and quality of external providers of systems installation, implementation and handover services

K18 manage and make decisions on:

K18.1 the execution and progress of systems installation, implementation and handover activities

K18.2 external providers of systems installation, implementation and handover services

K18.3 the back out of systems installation, implementation and handover activities, where appropriate

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