

Human Needs Analysis Level 6 Role

Overview

This sub-discipline is concerned with the competencies involved with the analysis of human needs (HCI) so that IT/technology systems, services and assets can then be designed with humans in mind. In order for IT/technology to be successful and allow the maximisation of their potential benefits, there must be a thorough understanding of all of the different needs that humans can have from a system, service and/or asset, not just in terms of its outputs, but the format of outputs, the dissemination of outputs, the type and methods of input, of data transfer and of communication.

Human needs (HCI) analysis may be undertaken as part of a wider business analysis or may be undertaken as the result of a need to improve processes and procedures, particularly those supported by IT/technology.

Analysing human needs (HCI) requires particular competencies, both technical and personal and the transferable competencies associated with communication should be a precursor to acquiring competencies in this subdiscipline.

The outcomes of human needs (HCI) analysis are used to inform the design of IT/technology systems, services and assets, when a balance may have to be attained between human and business needs

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Performance criteria

You must be able to:

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criteria

You must be able to:

Develop the strategy for human needs analysis activities

P1 Design effective standards relating to human needs analysis activities

P2 Correctly select who are the most appropriate individuals to undertake human needs analysis activities

P3 Ensure that all of the needs of different users such as customers, suppliers and clients have been ascertained during human needs analysis assignments

P4 Ensure that any necessary integrity, confidentiality and information security requirements have been considered during human needs analysis activities

P5 Ensure that the findings from human needs analysis activities have been validated with the target users

P6 Ensure that human needs analysis deliverables align with all relevant business needs and IT/technology architecture

You must be able to:

Maintain effective and operational human needs analysis activities

P7 Objectively review findings from monitoring the alignment of human needs analysis deliverables with the business requirements and/or IT/technology architecture and other analysis deliverables

P8 Critically review the quality and effectiveness of human needs analysis activities and their deliverables

P9 Provide specific and timely advice and guidance to others on what actions may be taken in the event of human needs analysis activities not meeting the business needs, IT/technology architecture and analysis deliverables and/or the service and operational performance needs

P10 Make well reasoned decisions on when and how to use external providers of human needs analysis services, selecting the preferred organisations and negotiating/contracting with them accordingly on behalf of the organisation

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P11 Make objective and specific decisions to improve the quality and effectiveness of human needs analysis activities and their deliverables within an organisation

Knowledge and understanding

You need to know and understand:

You must be able to:

Develop the strategy for human needs analysis activities

K1 Select

K1.1 who are the most appropriate individuals to undertake human needs analysis activities

K1.2 when and how to use external providers of human needs analysis services

K1.3 which external providers of human needs analysis services to use

K1.4 what actions may be taken in the event of human needs analysis activities not meeting the business needs and/or IT/technology architecture and other analysis deliverables

K1.5 what actions may be taken in the event of human needs analysis activities not meeting the service and operational performance requirements

K2 Review

K2.1 the quality and effectiveness of human needs analysis activities and their deliverables

K2.2 actions to be taken as a result of human needs analysis activities

K2.3 findings from monitoring the alignment of human needs analysis deliverables with

K2.4 the business requirements and/or IT/technology architecture and other analysis deliverables

K2.5 findings from monitoring the alignment of human needs analysis activities and their deliverables with any relevant legislation, regulation and external standards, in line with organisational strategy, policies and standards

K2.6 the findings from monitoring the quality and effectiveness of external providers of human needs analysis services

K3 Design

K3.1 the processes, tools and techniques to monitor the alignment of human needs analysis activities and their deliverables with all relevant legislation, regulations and external standards

K3.2 standards relating to human needs analysis activities and their deliverables

K4 Authorise, agree and contract

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K4.1 actions

K4.2 approaches

K4.3 strategy, policies, plans, procedures, standards, methods, tools and techniques

K4.4 contractual arrangements with external providers of human needs analysis services

K4.5 Decisions

K5 What are the

K5.1 benefits and disadvantages of using external providers of human needs analysis services

K5.2 issues involved in outsourcing human needs analysis activities

K5.3 range of approaches for undertaking human needs analysis and their appropriateness in any IT/technology and business context

K6 Who are external providers of human needs analysis services

K7 the importance of identifying the organisational culture and the prevailing culture of the audience/users in human needs analysis activities

Maintain effective and operational human needs analysis activities

K8 Make decisions

K8.1 to improve the quality and effectiveness of human needs analysis activities and their deliverables within an organisation

K8.2 on the appropriateness, accuracy and completeness of any deliverables from human needs analysis

K8.3 on when and how to use external providers of human needs analysis services

K8.4 on which external providers of human needs analysis services to use

K8.5 on the results provided by monitoring human needs analysis activities and their deliverables

K9 Recommend actions to be taken in the event of human needs analysis deliverables not aligning with the business needs, IT/technology architecture and analysis deliverables and/or the service and operational performance needs

K10 Take action

K10.1 in the event of human needs analysis activities not supporting the business and service needs and IT/technology architecture and analysis deliverables

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K10.2 in the event of the deliverables from human needs analysis being incorrect, inadequate, incomplete and/or inappropriate

K10.3 in the event of external providers not providing the appropriate quality of human needs analysis service

K11 Ensure:

K11.1 that human needs analysis deliverables align with business needs and IT/technology architecture

K11.2 that the needs of different users such as customers, suppliers and clients have been ascertained during human needs analysis assignments

K11.3 any integrity, confidentiality and information security requirements have been considered during human needs analysis activities

K11.4 that human needs analysis findings have been validated with the target users

K11.5 that any findings from human needs analysis assignments are signed off by appropriately authorised individuals prior to them being used in design and development activities

K11.6 that any design and development activities align with human needs analysis deliverables

K12 Advise and guide others on

K12.1 what actions may be taken in the event of human needs analysis activities not meeting the business needs and/or IT/technology architecture and analysis deliverables

K12.2 what actions may be taken in the event of human needs analysis activities not meeting the service and operational performance needs

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