Unit	Investigating and Defining Customer Requirements for IT and Telecoms Systems 2
SSC Code	IDR2
SQA Code	H3AH 04
SCQF Level	6
SCQF Credit Value	12
Unit summary	Investigative methods e.g.: • observations • examination of existing documents, records or software • questionnaires • site surveys Defects e.g. inaccuracy, duplication and omission. Needs e.g.: • data to be stored and processed • functionality in terms of inputs, processes and outputs • capacity including numbers of users, throughput, and data storage

Learning Outcomes The learner will:	Assessment Criteria
1. Understand how to investigate and define system requirements	1.1 Describe the types of needs and constraints which need to be identified to inform the design of an IT or Telecoms system 1.2 Describe common investigative methods and state the types of information which they can be used to elicit 1.3 Describe the type of defects which can arise in information 1.4 Explain the importance of preserving the security and confidentiality of information
2. Contribute to the investigation and definition of system requirements	2.1 Correctly use specified investigative methods to gather information on existing systems and processes 2.2 Accurately record gathered information using

	specified documentation 2.3 Review own gathered information to identify defects and where necessary take action to remedy identified defects 2.4 Analyse specified information to identify current and future functionality and capacity needs 2.5 Accurately record the results of analyses using standard documentation 2.6 Follow organisational procedures to preserve the security and confidentiality of information
Additional information about the unit	
Guidance on approaches to assessment	*LO2 of this unit must be assessed in the workplace.* Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK