

Unit	Investigating and Defining Customer Requirements for IT and Telecoms Systems 3	
SSC Code	IDR3	
SQA Code	H3AJ 04	
SCQF Level	8	
SCQF Credit Value	15	
Unit summary	<p>Investigative methods e.g.:</p> <ul style="list-style-type: none"> • observations • examination of existing documents, records or software • questionnaires • site surveys <p>Defects e.g. inaccuracy, duplication and omission.</p> <p>Needs e.g.:</p> <ul style="list-style-type: none"> • 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	<p>1.1 Explain how needs and constraints are used to inform the design of an IT or Telecoms system</p> <p>1.2 Evaluate the effectiveness of common investigative methods in eliciting different types of information</p> <p>1.3 Explain how defects can arise in information and how they can be eliminated</p> <p>1.4 Evaluate the impact of failures to preserve the security and confidentiality of information</p>	
2. Control the investigation and definition of system requirements	<p>2.1 Select investigative methods, for use by self and others, which will effectively elicit all relevant information on existing systems and processes</p> <p>2.2 Ensure that all gathered information is accurately recorded using specified documentation</p> <p>2.3 Ensure that all gathered information is reviewed to</p>	

	<p>identify defects and all necessary actions have been taken to remedy identified defects</p> <p>2.4 Ensure that all records of the results of analyses are recorded using standard documentation</p> <p>2.5 Synthesise analysis results to define overall system requirements in an agreed format</p>
3. Investigate customer requirements	<p>3.1 Correctly use a range of investigative methods to gather information on existing systems and processes</p> <p>3.2 Analyse information to identify constraints and current and future functionality and capacity needs</p>
Additional information about the unit	
Guidance on approaches to assessment	<p><i>LO2 of this unit must be assessed in the workplace.</i></p> <p>Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.</p>
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	<p>This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos</p>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK