

# Unit 308 Monitor information systems

## Unit Summary

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Provide and maintain manual or electronic information systems to meet the needs of users.

## Skills

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You will apply the following skills:

- Researching
- Analysing
- Negotiating
- Planning
- Organising
- Supporting and developing others
- Monitoring
- Problem solving
- Monitoring resources
- Using technology

## Performance indicators

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You will:

1. Identify the information to be monitored and the resources available
2. Contribute to designing a system specification that meets identified needs and an agreed budget
3. Choose an information system to meet the specification
4. Provide training on use of information system to users
5. Maintain and update the information system
6. Monitor the use of the information system
7. Resolve problems when they occur
8. Review and further develop the information system to meet users' needs
9. Ensure that all requirements for Data Protection are followed

## Knowledge

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You will know:

1. Why it is important to manage information effectively and efficiently
2. The types of information that need to be managed in a business

3. The types of information systems available and their main features
4. Why it is important to identify and agree user needs for an information system and have specifications based on them
5. How to choose an information system based on identified user needs
6. Why it is important to train users of the information system
7. Why it is important to maintain and update the information system and the methods you can use
8. Why it is important to monitor use of the information system and the methods you can use
9. The types of problems that occur with information systems and how to deal with them
10. Why it is important to continuously improve information systems
11. Legislation and organisational requirements covering Data Protection

## Evidence Requirements

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This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. A Realistic Working Environment or Simulation is not allowed for this unit.
3. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
4. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Yes
	Questions *	Yes

\* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

5. Your candidate needs to show that they:

**Find out what the user wants.** Evidence may include:

- Request forms
- Reviews
- Appraisals
- Minutes of 1-1 meetings
- Minutes of team meetings
- Action points
- List of available resources

**Contribute to designing and developing information systems.** Evidence may include:

- Draft manuals
- System specifications
- Final system manual that meets specification
- Design models
- Resource plan
- Implementation plan
- Minutes of 1-1 meetings
- Minutes of team meetings
- Presentations

**Train the user.** Evidence may include:

- Training plan
- Training materials
- Presentations
- User evaluation forms

**Monitor and refine systems.** Evidence may include:

- System maintenance records
- Timetable for review
- Monitoring and evaluation records
- Completed questionnaires
- Records of interviews
- Records of observations
- System error records
- Reviews
- Appraisals
- Minutes of 1-1 meetings
- Minutes of team meetings
- Personal Development Plan
- Continuous professional development records

## 6. Contingencies

Performance Indicator 7

If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence

7. Evidence generated for this unit may contribute towards Unit 301:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 302

- Work to achieve your organisation's purpose and values
- Support sustainability
- Support diversity
- Maintain security and confidentiality
- Assess and manage risk