

308 Monitor information systems

Summary

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

You will apply the following skills:

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

Performance Indicators

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

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