
Overview

This standard is about monitoring and maintaining information systems to meet agreed specifications within legislation and organisational requirements. It includes resolving problems when they occur and reviewing and further developing the information system. It is for administrators who monitor information systems as part of their role.

**Performance
criteria**

- You must be able to:*
- P1 identify the information to be monitored and the resources available to do so
 - P2 provide training and ongoing support to users
 - P3 maintain and update the information system
 - P4 monitor the use of the information system
 - P5 resolve problems when they occur
 - P6 review and further develop information systems to meet agreed specifications
 - P7 make sure all relevant legal and organisational requirements are followed

Knowledge and understanding

You need to know and understand:

- K1 the different ways of monitoring use of an information system
- K2 the benefits of training users on the information system
- K3 the purpose of maintaining and updating the information system and methods you can use
- K4 the types of problems that occur with information systems and how to deal with them
- K5 the benefits of continuously improving information systems
- K6 legislation and organisational requirements covering data protection and freedom of information

CFABAD131 SQA Unit Code FE0G 04

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Additional Information

Skills

1. analysing
2. developing others
3. evaluating
4. monitoring
5. organising
6. planning resources
7. negotiating
8. using technology
9. problem-solving
10. researching

Links to other NOS

Manage Information; IT; Health, Safety and Security of People, Premises and Property

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Developed by Skills CFA

Version number 2

Date approved January 2013

Indicative review date December 2016

Validity Current

Status Original

Originating organisation Skills CFA

Original URN CFABAD131

Relevant occupations Business, Administration and Law; Administration; Administration and Secretarial Occupations

Suite Business and Administration (2013)

Key words Business; administration; information; data