BAD121: Support the management and development of an information system

Overview: Support the management and evaluation of an information system to meet organisational and users' needs.

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

Specific skills:
- Analysing
- Monitoring
- Problem-solving
- Developing others
- Negotiating
- Researching
- Evaluating
- Organising
- Using technology
- Managing resources
- Planning

Performance Indicators	Knowledge & Understanding
1. Contribute to the provision of training and ongoing support to users	A. The purpose and benefits of identifying and agreeing user needs for an information system and developing specifications based on these
2. Confirm management structures are in place to identify, analyse and resolve problems with the information system	B. The benefits of training users of the information system and of providing ongoing support
3. Monitor own use of an information system	C. The benefits of monitoring the use of information systems using available methods
4. Follow legal and organisational requirements for handling information	D. The purpose of maintaining and updating the information system and the methods you can use
5. Make sure the information system is maintained and updated to meet users' needs, within the limits of own authority	E. The types of problems that occur with information systems and how to deal with them
6. Confirm that all requirements for relevant legislation are followed	F. How to identify and analyse problems and develop a strategy to solve them
7. Collect feedback on performance of information systems	G. The benefits of continuously improving information systems
8. Contribute to the evaluation of feedback and prioritise development needs	H. Legislation and organisational requirements covering data protection and freedom of information
9. Contribute information to enable further system development	I. The different ways of evaluating information systems
10. Identify and report problems when they occur	
11. Resolve problems within the limits of own authority	