
Overview

This standard is about monitoring and evaluating information systems to meet organisational and users' needs. It includes providing training and support to users, ensuring that systems are in place to identify and deal with problems and using feedback to evaluate the system and identify and prioritise development needs. It is for administrators who manage and evaluate information systems.

**Performance
criteria**

- You must be able to:*
- P1 provide training and ongoing support to users
 - P2 make sure management structures are in place to identify, analyse and resolve problems with the information system
 - P3 monitor use of accuracy and productivity of the information system to meet organizational requirements
 - P4 make sure the information system is maintained and updated to meet users' needs
 - P5 make sure all requirements for relevant legislation are followed
 - P6 collect feedback on performance of information systems
 - P7 evaluate feedback and prioritise development needs
 - P8 update information to enable further system development

Knowledge and understanding

You need to know and understand:

- K1 methods of training users of the information system and providing ongoing support
- K2 methods of monitoring the use of information systems
- K3 methods of maintaining and updating the information system
- K4 the types of problems that occur with information systems
- K5 how to identify and analyse problems and develop a strategy to solve them
- K6 methods of continuously improving information systems
- K7 legislation and organisational requirements covering data protection and freedom of information
- K8 the different ways of evaluating information systems

Additional Information

Skills

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

Links to other NOS

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

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Manage and evaluate information systems

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