

## CCSCCS19 SQA Unit Code H8YG 04

### Develop and maintain information systems for a creative and cultural organisation



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#### Overview

This unit is about developing and maintaining the organisation's information on computerised or manual systems which may include customer relationship management for marketing or sales purposes, or ticketing and booking information for events or exhibitions. This unit is for those who have responsibility for the upkeep of records within different departments in a cultural heritage organization. It is not for information technology experts. Maintaining and developing information for collections management is covered in another unit. This unit is derived from Creative & Cultural Skills' Community Arts Standards CA5 Develop and maintain information systems to meet the needs of the organisation.

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### Performance criteria

- You must be able to:*
- P1 identify what data needs to be recorded and how it is currently being stored
  - P2 identify the organisation's policies for data storage, handling and security, develop policies and implement where necessary
  - P3 ensure that you use the current information system effectively to meet your needs, researching other systems if necessary
  - P4 evaluate whether your information systems and procedures are suitable for what is being documented, identifying where improvements could be made
  - P5 implement and review developments to the information system where necessary
  - P6 specify the individuals who should be given access to the system, as well as those who should be given special access
  - P7 provide guidelines and procedures for accessing and amending data ensuring relevant legal and data protection requirements are met
  - P8 devise procedures to ensure that the information remains clean and up to date
  - P9 consider data protection, copyright and intellectual property issues, identify confidential information and maintain information security where necessary
  - P10 explore how the system interacts and works with other computerised or manual systems in the organisation, sharing data where necessary
  - P11 when working with images consider size and storage issues
  - P12 obtain specialist advice on technology and computerised systems where necessary
  - P13 evaluate the effective use of the data storage procedure and system

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to store data and what is a suitable environment for keeping different types of data
- K2 the organisation's policy for data storage and how to develop policies where required
- K3 the type of information that is required to suit the purpose and structure of the system
- K4 how to provide guidelines and procedures for users of the system
- K5 how to store data securely, and what constitutes a safe location
- K6 the types of restrictions to the data that are necessary and why
- K7 the potential implications resulting from a breakdown of the security procedures
- K8 the different procedures for accessing and amending data
- K9 the potential problems that may occur with the system
- K10 where to get further advice on information handling and development
- K11 how to budget for system developments
- K12 how to evaluate the success and suitability of a system

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**Developed by** Creative and Cultural Skills

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**Status** Derived

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**Originating organisation** Creative and Cultural Skills

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**Original URN** CA5

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**Relevant occupations** Business, Administration and Law; Arts, Media and Publishing; Crafts, creative arts and design; Business management; Records; General; Secretarial and Related Occupations; Conservation Associate Professionals

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**Suite** Cultural Heritage

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**Key words** information systems, filing, data management, booking systems, records, record keeping,