

S414: Manage and evaluate information systems

Overview: Monitor and evaluate information systems 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

1. Provide training and ongoing support to users
2. Make sure management structures are in place to identify, analyse and resolve problems with the information system
3. Monitor use of, accuracy and productivity of the information system to meet organisational requirements
4. Make sure the information system is maintained and updated to meet users' needs
5. Make sure that all requirements for relevant legislation are followed
6. Collect feedback on performance of information systems
7. Evaluate feedback and prioritise development needs
8. Update information to enable further system development

Knowledge & Understanding

- A. The purpose and benefits of identifying and agreeing user needs for an information system and developing specifications based on these
- B. The benefits of training users of the information system and of providing ongoing support
- C. The benefits of monitoring the use of information systems using available methods
- D. The purpose of maintaining and updating the information system and the methods you can use
- E. The types of problems that occur with information systems and how to deal with them
- F. How to identify and analyse problems and develop a strategy to solve them
- G. The benefits of continuously improving information systems
- H. Legislation and organisational requirements covering data protection and freedom of information
- I. The different ways of evaluating information systems