Manage collaborative IT tools and social media

Overview   This standard is about using digital systems for networking and
collaborating effectively online with others.

It involves planning, integrating and configuring the use of collaborative
digital technologies to exploit capabilities, resolve access problems and
keep risks to a minimum. It includes developing and implementing
guidelines for good and safe practice and for data validation.

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Performance criteria

You must be able to:

1. plan and configure collaborative technologies for use by self and others in line with organisational needs
2. select, connect and configure appropriate collaborative tools and devices to meet organisational requirements
3. integrate IT tools and devices to improve performance and efficiency for online collaboration
4. manage contributions to collaborative technologies in line with organisational standards
5. analyse and manage risks in the use of collaborative technologies
6. resolve access and compatibility problems between different collaborative tools and devices
7. develop and implement guidelines for checking the authenticity of identities and working collaboratively in line with organisational standards

Knowledge and understanding

You need to know and understand:

1. regulations, organisational policies and procedures governing online collaboration including IT health and safety and good practice, and how to apply them
2. factors determining selection of collaborative tools for organisational use
3. how to determine levels of responsibility when using collaborative solutions
4. the importance of online content guidelines in collaborative environments
5. causes of online reputation problems and how to solve them
6. the range of methods used for version control and factors influencing selection of appropriate methods

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