

CFABAD121

Support the management and development of an information system



Overview

This standard is about supporting the management and evaluation of an information system to meet organisational and users' needs. It includes contributing to the training and support of users, monitoring own use of the system and collecting and contributing to the evaluation of feedback. It is for administrators who are responsible for supporting the management and development of information systems.

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Performance criteria

- You must be able to:*
- P1 contribute to the provision of training and ongoing support to users
 - P2 monitor own use of an information system
 - P3 follow legal and organisational requirements for handling information
 - P4 make sure the information system is maintained and updated to meet users' needs, within the limits of own authority
 - P5 collect feedback on performance of information systems
 - P6 contribute to the evaluation of feedback and prioritise development needs
 - P7 contribute information to enable further system development
 - P8 identify and report problems when they occur
 - P9 resolve problems within the limits of own authority

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Knowledge and understanding

You need to know and understand:

- K1 the benefits of training users of the information system and of providing on going support
- K2 the benefits of monitoring the use of information systems using available methods
- K3 the purpose of maintaining and updating the information system and the methods you can use
- 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 legislation and organisational requirements covering data protection and freedom of information
- K7 the different ways of evaluating information systems

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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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