

Overview

This standard is about choosing appropriate software apps and using them to carry out agreed tasks and improve productivity.

It involves reviewing and seeking ways to improve productivity and efficiency in the use of IT tools and systems for self and others, including migrating to relevant new apps and tools and developing contingency plans. It also includes understanding the potential of IT for business and environmental considerations.

Performance criteria

You must be able to:

1. analyse the methods, skills and resources required for successful IT related task completion
2. evaluate the effectiveness of digital systems and applications to support business processes
3. customise applications to improve their efficiency in line with organisational standards
4. identify and implement green solutions to improve the sustainable use of resources and reduce waste
5. develop user interfaces to improve usability
6. evaluate and test solutions to make sure they match requirements and are fit for purpose
7. advise others on appropriate methods to introduce new IT solutions
8. recommend appropriate ways to improve the productivity and efficiency of use of applications

Knowledge and understanding

You need to know and understand:

1. principles of interaction between key components of the IT system (hardware, software and communications)
2. IT-based processes that support and enable efficient business operations
3. how the use of bespoke and/or specialist systems contribute to organisational success
4. benefits, risks, opportunities and costs associated with new IT solutions
5. factors influencing the successful introduction of new IT solutions
6. the change management processes that support the introduction of new IT solutions
7. how to reduce the environmental impact of IT solutions
8. how to specify what new applications need to do and how they will operate
9. the process for developing new software applications, with the support of IT professionals
10. organisational guidelines for user interface design to aid accessibility

Develop business productivity IT applications

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