Using collaborative technologies

Overview

This is the ability to use IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.
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**Performance criteria**

**Stay safe and secure when with collaborative technology**

P1. Develop and implement guidelines for good practice in working with collaborative technology

P2. Develop and implement guidelines for checking the authenticity of identities and different types of information

P3. Analyse and manage risks in the use of collaborative technologies

**Plan and set up IT tools and devices for collaborative working**

P4. Select and integrate combinations that exploit the capabilities and potential of collaborative tools and devices

P5. Resolve access and compatibility problems so that different collaborative tools and devices work successfully

**Prepare collaborative technologies for use**

P6. Manage levels of access and permissions for different purposes

P7. Select and integrate different elements across applications to create environments for collaborative technologies

P8. Set and adjust settings to facilitate other’s use of collaborative technologies

P9. Manage data flow to benefit collaborative working

**Manage tasks using collaborative technologies**

P10. Facilitate other’s responsible contributions to and engagement with collaborative technologies

P11. Manage the moderation of collaborative technologies

P12. Oversee the archiving of the outcomes of collaborative working

P13. Respond to problems with collaborative technologies and be prepared to help others to do so
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**Knowledge and understanding**

You need to know and understand:

Stay safe and secure when with collaborative technology
K1. Explain what and why **guidelines** need to be established for working with collaborative technology
K2. Explain how to establish an identity or present information that will **promote trust**
K3. Analyse and plan for the **risks** in the use of collaborative technologies for different tasks

Plan and set up IT tools and devices for collaborative working
K4. Explain the features, benefits and limitations of different collaborative IT tools and devices for work **purposes** and tasks
K5. Determine the IT tools and processes needed for archiving the **outcomes of collaborative working**
K6. Summarise ways to integrate different **collaborative technology tools and devices** for a range of purposes, tasks and **communication media**
K7. Explain potential **access** and **compatibility issues** with integrating different collaborative technology tools and devices

Prepare collaborative technologies for use
K8. Evaluate data management principles, issues and methods

Manage tasks using collaborative technologies
K9. Determine levels of responsibility for the use of collaborative technologies
K10. Explain what **problems can occur with collaborative technologies**
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Additional Information

Scope/range

The advanced user can manage and effectively integrate and facilitate the safe use of multiple IT tool and devices so that groups can work collaboratively and effectively by:

1. setting and implementing guidelines for using collaborative technologies;
2. integrating IT tools and devices and creating environments to exploit their potential;
3. managing risks, permissions and data flow; and
4. moderating and solving complex problems with the use of collaborative technologies;

Examples of context: Typical collaborative activities may include – developing guidelines and instructions for a work team about the use of social networking; moderating online conference sessions or web discussion groups for a professional community of interest.

Examples of Content

The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment

Stay safe and secure when with collaborative technology

Guidelines for using collaborative technology: Guidelines set by your organisation or community of interest; about uses, security, safety, copyright, plagiarism, libel, confidentiality and data protection; ways to communicate and promote guidelines

Methods to promote trust: Contact information, membership of professional bodies, recommendations, links, policies, standards

Checks on others’ identities: Compare sources, cross references

Risks when working with collaborative technologies: inappropriate disclosure of personal information, misuse of images, appropriate language, respect confidentiality, copy lists, what to do in a power cut, about data loss; risk analysis, risk monitoring, contingency planning, updating risk management policy
Plan and set up IT tools and devices for collaborative working

**Purposes for collaborative working:** Will vary according to the task, but may include: sharing, displaying and recording information, discussing and reflecting, establishing identity, joining interest groups, developing ideas, contributing to research, carrying out research, exporting information to other formats, establishing communities of interest, managing identities, managing data

**Outcomes of collaborative working:** Measurable (eg document, minutes, notes, project plan, transcript); ephemeral (g conversation, agreement); whether an audit trail is needed

**Collaborative technology tools and devices:** Hardware: mobile, laptop, desktop, peripherals (eg headset, handset, microphone, camera, 3G modem); Software: products, services, sites

**Communication media:** Text, audio/spoken, still/video/animated images

**Compatibility issues:** Between browser software, operating systems, plug-ins

**Prepare collaborative technologies for use**

**Access to collaborative technologies:** Download software, agree terms and conditions, register or set up an ID; accessibility issues, adjusting access settings; **accessibility standards**

**Permissions:** Web address, phone number, user name and password, set up user names and access codes

**Environments for collaborative technologies:** User interface – choose skins, templates, widgets, wizards, cut and paste from other sources; work environment – lighting, position of devices

**Adjust settings:** Hardware – colour, type size, window size, volume; Browser – cookies, pop-ups; Security settings – firewall

**Managing data:** Sources, subscription details, terms and conditions; aims of data management; benefits, features and limitations of networks and feeds; **what constraints need to be overcome, what level of restrictions to apply**

**Manage tasks using collaborative technologies**

**Contributing responsibly:** follow the rules of ‘netiquette’, respect others contributions, avoid dominating and not responding; legal and cultural issues; **user rules, moderations policies, ethical issues**
Moderating collaborative technologies: Reporting inappropriate content; checking posts

Archiving outcomes: Cut, paste, save; record, transcribe

Problems with collaborative technologies: routine (e.g., settings, software not responding, hardware connections); non-routine (e.g., access, transmission speed, bandwidth); complex (e.g., compatibility)

Respond to problems: Follow on screen help, know who to ask for expert help; use diagnostic wizards, check bandwidth
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