

ESKIUCT3

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

You must be able to:

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

You must be able to:

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

You must be able to:

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

You must be able to:

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

You need to know and understand:

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

You need to know and understand:

Prepare collaborative technologies for use

- K8. Evaluate data management principles, issues and methods

You need to know and understand:

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- 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

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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*

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Moderating collaborative technologies: Reporting inappropriate content; checking posts

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

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

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

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