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## Overview

This standard is about the skills and knowledge needed for you to manage information technology (IT) systems in a food and drink business.

IT systems are financially expensive and can require a large amount of technical support to keep them maintained. Managing an IT system that supports a businesses day to day needs is essential to the operation of a food business. Information technology is used across the food industry to aid the efficient production, distribution and marketing of food products. However, the portable, easy to use IT systems including mobile phones, hand held devices and social network sites can also bring challenges to food and drink businesses.

You will need the skills and knowledge to locate IT suppliers and determine their suitability in delivering IT equipment and back up service that meets the needs of each department within your organisation.

You will need to know and understand the benefits and challenges of information technology across a food and drink business. You will need to know how information technology systems can be used to increase quality, productivity or aid a specific functional area. You will also need to know and understand how information technology can be used to influence media and customers and how this information may need some control.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in managing IT in a food and drink business.

## Performance criteria

*You must be able to:*

### **Confirm the IT supplier agreement**

1. source the agreement relating to the managing of an IT system and/or service
2. make yourself aware of the details of the contract including terms and conditions, responsibilities, timelines and costs
3. confirm with the supplier the details of the agreement
4. address requests to vary the terms and conditions of the contract

### **Monitor the IT agreement**

5. agree the methods and specifications by which the IT supplier will be monitored
6. confirm the methods of communication available between yourself and the IT supplier
7. monitor and record the IT suppliers performance in performing planned updates and maintenance
8. record any problems with the IT equipment and/or service, monitor and record the suppliers ability to address the problem
9. check payment is made to the IT supplier in-line with the requirements of the agreement
10. communicate details of the agreement to relevant people ensuring they understand the action to take when addressing IT problems

## Knowledge and understanding

*You need to know and understand:*

1. why it is important to source, review and confirm, with the IT supplier, the terms and conditions of an agreement and how to do this
2. what the methods of communication available for use between yourself and the IT supplier and how to use them
3. how to address requests from the supplier or from within your food business to vary an IT agreement
4. why it is important to monitor an IT supplier and how to do this
5. the methods by which an IT supplier can be monitored
6. the organisational systems and procedures for the recording and dealing with IT faults
7. how to check payment is made to an IT supplier
8. why it is important to provide performance feedback to an IT supplier and how to do this
9. the regulatory and organisational requirements for the use of information technology systems in a food and drink business
10. the benefits and challenges of using information technology systems in a food and drink business
11. the areas of a food and drink business where information technology systems can be used to enhance quality and productivity
12. the specific information technology systems available for use in the different functional areas of a food and drink business their features, benefits and challenges
13. the advantages and disadvantages of functionally integrated software that sits across the whole of a food and drink business
14. why it is important to monitor information technology equipment including mobile phones, cameras and hand held equipment that could be used to breach security within a food and drink business and how to do this
15. what the possibilities are for the creation of a negative brand image using information technology systems and how to limit this possibility
16. how in a food and drink business can information technology systems be used to maintain and improve a product, brand or production site image
17. why it is important to monitor the use and content of social

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- networking sites and how to do this
18. the benefits and challenges of online tendering systems
  19. how information technology systems can aid communication and relationship management between food and drink businesses and why this is important

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