
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

1.1 what the methods of communication available for use between

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Manage information technology systems in a food and drink business



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