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## Overview

This standard is about the skills and knowledge needed for you to source 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. Sourcing an IT system that supports a businesses day to day needs is essential to the operation of a food and drink business. You will need the skills and knowledge to locate IT suppliers and determine their suitability in delivering IT equipment and a back up service that meets the needs of each department within your organisation. This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in sourcing IT in a food and drink business.

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## Performance criteria

### You must be able to:

Determine the food and drink business requirements for

IT

1. identify the current and future business requirements for IT equipment and IT support systems
  2. check the requirements are in line with the business strategy, development and financial plans
  3. liaise with colleagues across the business to confirm these requirements
  4. summarise your findings and report to relevant people
- Locate an IT supplier
5. source equipment in accordance with organisational requirements
  6. research the identification of information technology suppliers
  7. gather formal and informal information relating to the suppliers
  8. check the suppliers adhere to regulatory and organisational requirements relating to compliance
  9. determine the financial implications and benefits to the business of IT equipment from different suppliers and compare them
  10. review the support systems offered for the purchasing and maintenance of IT equipment and systems
  11. construct a short list of suppliers and liaise with colleagues to determine a preferred supplier
- Confirm a supplier of IT
12. negotiate with a supplier to the best advantage of the food and

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drink business

13. agree contractual arrangements

14. record details of any agreements and contracts made with an IT  
supplier

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## Knowledge and understanding

### You need to know and understand:

1. how to locate the organisational strategy, policies and development plans relating to sourcing IT and why it is important to follow them
2. why it is important to adhere to the organisational social, ethical and environmental policies and how to do this
3. what the current and future requirements are for the IT equipment including IT support systems and how to determine them
4. how to locate IT suppliers using existing organisational systems and records and innovative, external sources of information
5. why it is important to gather informal information relating to specific suppliers and how to do this
6. why it is important to check a supplier conforms to regulatory compliance requirements
7. what the benefits and challenges are of liaising with colleagues in determining IT requirements for a food and drink business
8. the different types of contract available for the purchasing, leasing, maintenance and user support of IT systems
9. why it is important to adhere to the organisational requirements for the obtaining of quotes from suppliers
10. how to summarise and present quotes for an IT system, adhering

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to organisational requirements

11. how to use the information relating to IT suppliers to help inform

decision making

12. the organisational methods of communication and information technology available in your organisation and how to make best use of them

13. how to negotiate a contract to the best advantage of the food and drink business

14. why it is important to adhere to organisational requirements relating to your conduct and behaviours when dealing with external contacts

15. what the organisational and requirements are for the confirming and recording of contracts and agreements in a food and drink business

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