

Overview

This standard is about supporting and maintaining information systems. It includes identifying the information within the system and the resources required to develop and maintain it, including testing the system against the specification. You contribute to the training and support of users, monitor your own use of the system. You also collect feedback and contribute to the evaluation of the information system.

It is for professionals in business administration roles who are responsible for supporting and maintaining information systems.

Performance criteria

You must be able to:

1. identify the information that will be managed within the information system
2. identify the resources required to develop the information system
3. confirm that resources are available to design, deliver and implement the system
4. update the information systems to meet users' needs when required
5. design a system specification that meets identified organisational needs
6. develop an information system that meets the specification
7. test the information system against the agreed specification
8. resolve faults within the limits of own authority
9. monitor the use of the information systems
10. monitor the accuracy of information systems to meet organisational requirements
11. monitor the productivity of information systems to meet organisational requirements
12. monitor own use of the information system
13. contribute to user training
14. contribute to ongoing user support
15. follow legal and organisational requirements for handling information
16. maintain the information system within own limits of authority
17. update the information system to meet users' needs, within own limits of authority
18. collect feedback on performance of information system
19. contribute to the evaluation of feedback
20. identify and prioritise system and user development needs
21. contribute information to enable further system development
22. identify and report problems when they occur
23. resolve problems within own limits of authority
24. follow legal and organisational policies and procedures when designing, developing and supporting the management of an information system

Knowledge and understanding

You need to know and understand:

1. the purpose and benefits of managing information to meet specifications
2. the types of information that need to be managed in an organisation
3. the types of information systems available and their main features
4. the purpose and benefits of identifying and agreeing user needs for information systems
5. how to develop specifications for information management, considering the available resources and budgets
6. how to create and develop an information system based on identified organisational and user needs
7. how to monitor the use of information systems
8. the productivity of information systems
9. the purpose and benefits of testing information systems
10. how to test information systems
11. how to resolve information system faults, within the limits of own authority
12. the benefits of training users of the information system
13. how to provide ongoing support to system users
14. the purpose of monitoring the use of information systems
15. how to use available methods to monitor information systems
16. the purpose of updating information systems
17. the methods you can use to update information systems
18. the types of problems that occur with information systems
19. how to identify and analyse problems and develop a strategy to solve them
20. the legislation and organisational requirements covering data protection and freedom of information
21. how to obtain feedback on use of information systems
22. the different ways of evaluation of information systems
23. the legal, organisational, codes of practice and policies relevant to your role and the activities being carried out

Skills

1. analysing
2. evaluating
3. managing resources
4. negotiating
5. organising
6. planning
7. researching
8. using technology
9. problem solving
 1. monitoring
 2. developing others

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