

Overview

This standard is about optimising the use of technologies. You engage with colleagues to develop approaches for using technologies, sourcing and using specialist when required. You review strategies for using technologies and monitoring their performance. You also identify planned technology changes including using them for new purposes and introducing new technologies. You benchmark to identify good practice and ensure your technologies are aligned to organisational strategy. The standard also includes communicating the strategy, checking compatibility, resolving technology problems and contingency planning. You support colleagues to use technologies, monitoring and maintaining systems during strategy implementation and reporting on performance.

This standard is for all managers and leaders.

Performance criteria

You must be able to:

1. develop effective approaches to the use of technologies by engaging relevant colleagues
2. identify and secure sources of internal and external specialist support
3. identify the current approaches to the use of technologies within your organisation or area of responsibility
4. identify any plans to discard or introduce technologies or to use existing technologies for different purposes within your organisation or work area
5. carry out benchmarking to identify good practice in relation to the use of technologies
6. identify lessons learnt and apply these to your organisation
7. identify opportunities for introducing new technologies, adapting existing technologies or using existing technologies for different purposes
8. develop your strategy for using technologies and monitoring performance, using specialist expertise when required
9. implement your strategy for using technologies and monitoring performance, using specialist expertise when required
10. review your strategy for using technologies and monitoring their performance
11. ensure that your strategy for using technologies is aligned to the overall vision, values, objectives and plans of your organisation
12. communicate the technology strategy to colleagues and key stakeholders
13. check that new technologies are compatible with current technologies
14. monitor the introduction of any technology, or adaptation of existing technology
15. resolve technological problems within agreed organisational service levels
16. provide resources and support to enable colleagues to make effective use of technologies
17. ensure that contingency plans are in place in case technology fails
18. maintain systems to monitor implementation of technologies
19. report on technology performance for your organisation or area of responsibility
20. follow the legal, organisational, codes of practice and policies relevant to optimising the effective use of technology

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

1. the different types of technologies and the main factors to consider when assessing the use or introduction of new technologies, including the full costs and benefits
2. the importance of consulting with colleagues and relevant parties in relation to technologies
3. what an effective organisational strategy for using technologies should cover
4. the importance of contingency planning in relation to the ongoing use or introduction of technologies and how to do this
5. the different techniques and methods for communicating your organisation's strategy for using technologies
6. how to benchmark your organisation's use of strategy against other organisations
7. how to check the compatibility of new technologies with existing technologies
8. how to establish systems for reviewing the implementation of the strategy and identifying areas for improvement
9. the types of resources and support needed to enable colleagues to make the best use of technologies

Industry and sector specific knowledge and understanding

10. the trends and types of technology that are available to your industry and sector and their main features, benefits and drawbacks
11. the financial or other incentives or support that may be available for investing in technology in your industry and sector
12. the legal, organisational, codes of practice and policies relevant to optimising the effective use of technology

Context specific knowledge and understanding

13. the role of technologies in your organisation's culture and the current approaches to use
14. the plans to discard or introduce technologies, or use existing technologies for different purposes and who needs to be consulted across the organisation
15. the other parties with an interest in your organisation's use of technologies
16. the vision, values, objectives and plans of your organisation and how the technology strategy aligns
17. the systems in place for effective monitoring and reporting on the use of technologies, including contingency plans
18. the specialists who can advise your organisation on using technologies
19. what technologies have already been used in your organisation and what the outcomes were

Skills

1. Benchmarking
2. Communicating
3. Consulting
4. Contingency planning
5. Information management
6. Innovating
7. Involving colleagues
8. Lead by example
9. Leadership
10. Monitoring
11. Networking
12. Planning
13. Problem solving
14. Questioning
15. Reporting
16. Reviewing
17. Thinking strategically
18. Thinking systematically

Optimise the use of technologies

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