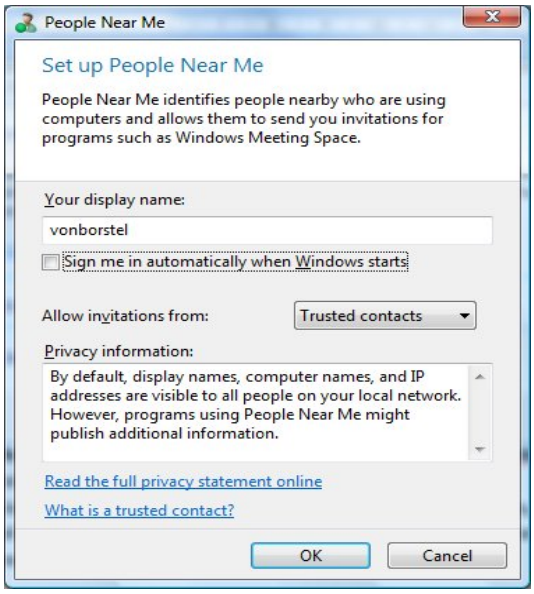
Acceptable Evidence for Unit 94

Developing Personal and Team Effectiveness Using IT

1.1 Describe how at least two IT tools and systems can be used to manage time effectively

1. In my role in my organisation I have to have monthly meetings with other people from our organisation based around the UK. For this we use netmeeting facilities. On the laptop I use it has a small built in camera and software "Windows Meeting Space" which is included with Windows 7. I have set up my options so that I only allow invites from trusted contacts. The contacts I need to meet with have all been added to my Outlook address book.

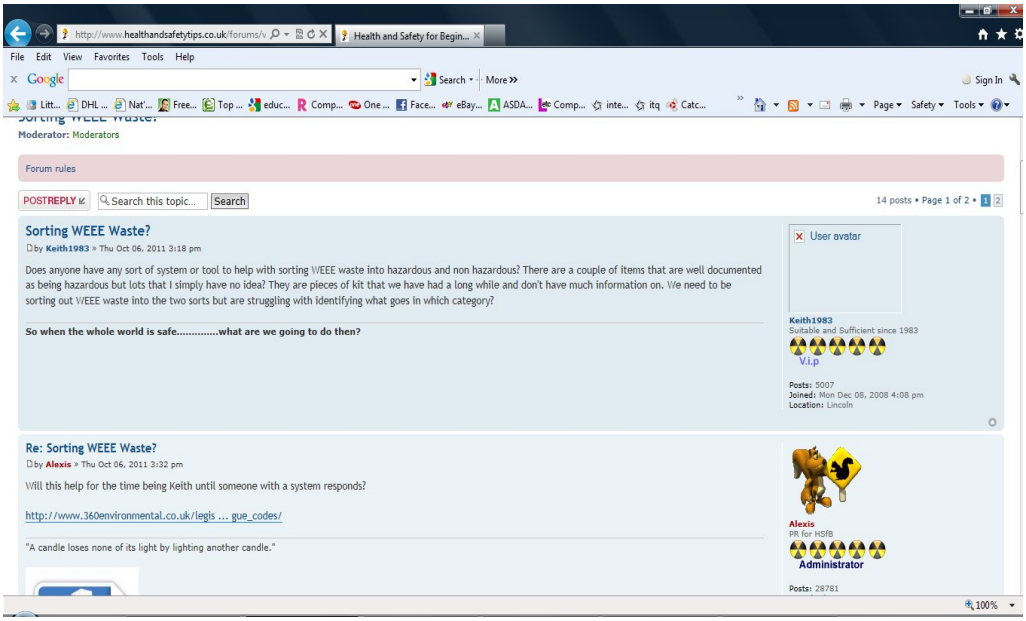


   The benefits of using netmeeting are that I can meet at my desk so it saves any travel time and costs. I can also share documents with other people and co-edit documents. I can also pass notes to other participants and connect to a network projector to give a presentation as part of the meeting. We meet monthly and the meetings usually last 45 – 60 minutes. The camera allows others to see me and what I am demonstrating.

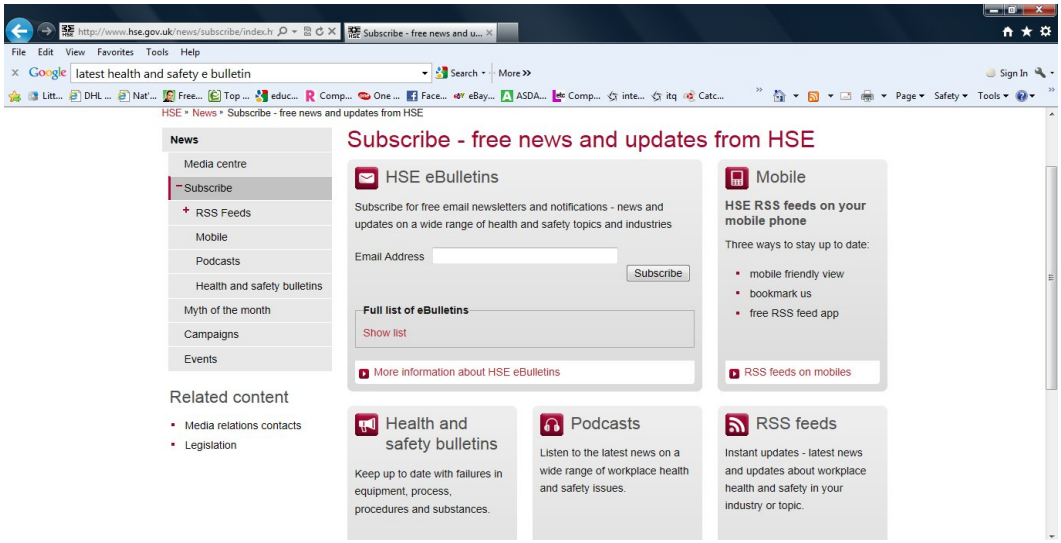
2. Sharing files during the meetings allows us to update policy and procedure very quickly. As we are responsible for Health and Safety we can share update documents on different regulations and laws. We can then edit our in-house policies together to ensure we have up-to-date workable policies and procedures. We share files through Meeting Space but we then save them on a shared network area which is accessible by all employees for read only but only the members of the Health and Safety Executive Committee to edit. If a document is edited track changes are shown until our next meeting when we edit the document together, sometimes, we just accept changes other times we may edit wording.

1.2 Identify at least two IT tools and resources that you can use to support your own learning and development
1.3 Describe how at least two IT tools and systems can be used to support personal performance improvement

Two IT tools I use for my own development are forums and ebulletins. Because of the role I am involved in there are constant updates and news stories regarding Health and Safety. I subscribe to a forum with other businesses who post comments about risks and strategies and we review some of the relevant comments in our netmeeting. I recently found a forum that is specifically for WEEE and has helped with questions I have posted and reading other posts. My personal performance is improving all the time as I complete course and training and deal with policies and procedures and incidents. The forums are a way of discussing with people in a similar job role. I am very careful when using them that I do not reveal any confidential information about myself or my organisation. I am also aware that anyone can join a forum and post any comments that may not necessarily be true or the best solution for me and my organisation so I am careful to follow up any responses given with further research.



E-bulletins are quick summaries of things that are happening. They help me in my line of work because they include recent additions/amendments to the HSE website, new and updated HSE publications or guidance, recently issued HSE press releases and news about HSE events and initiatives. I can change my preferences to subscribe or unsubscribe to other bulletins from HSE as well. It is a quick way of keeping up to date. The emails arrive weekly and if I need further information I can follow the links in the bulletin or do other research.



2.1 Create an action plan to show how you can improve your own working practice
2.2 Participate in at least two activities to meet personal development goals and update your action plan to record activities
2.3 Use at least two IT tools to support your personal performance improvement

Goal	*Action Points*	*Target Date*	*Review*
To learn about risk assessment management	*To attend course* *To follow up with research* *To complete assessment*	*November 2011* *December 2011* *February 2012*	*(2.2)Attended 3 day course and worked through assessing risks for Electrical Equipment*
To learn more about mobile technology	*To receive Blackberry* *To receive initial company induction to Blackberry* *To start using device* *To install synchronising software* *To transfer current phone contacts and calendar to Blackberry*	*October 2011* *October 2011* *November 2011* *November 2011* *November 2011*	*I received my Blackberry and have had the initial training which was a 1 hour demonstration in a group with other members of staff on the basics.* *I have also had the software installed on my computer and used the (2.3) on screen instructions and have transferred my details from my old phone to the blackberry this was very straightforward. I have watched a couple of videos on (2.3) YouTube about the browser and synchronising and it looks very easy so hopefully I will master it all in the next month.*
	To master using Browser, Calendar, Contacts and Phone	*December 2011*	

3.1 Describe at least two roles and responsibilities of team members

We have a large Health and Safety Committee because of the size and complexity of the organisation. Within this Committee each of us has distinct roles. My role is to look after IT regulations including IT equipment. My colleague who I share an office with looks after IT regulations including information, so Data Protection. She is responsible for ensuring the company policies regarding data protection are accurate and up to date and ensuring all staff are aware of the policies and comply with it. The 3rd colleague in our office looks after IT security. He works with our equipment suppliers and ensures all staff are aware of the IT security policies and comply with them. So we also work very closely with the IT Manager in our Head Office who is responsible for purchasing and disposing equipment and how the systems are set up so IT and Data security and passwords etc. As it is a very large IT department we often work with other IT managers, across the company, who have some responsibility for these areas.

3.2 Describe how at least two IT tools and systems can be used to improve team activities
3.3 Identify at least two ways that IT can be used to overcome obstacles to effective teamwork

Email is a very important way for us to improve team activities as often the people we are trying to communicate with are based in different offices and locations. It is much easier to email than to try and ring and have to leave a message. This also overcomes the obstacle of messages getting lost in translation.

Enewsletters are used by our organisation to update staff every Friday we send an enewsletter to all staff with any updates in. We have to contribute to this by the Wednesday before it is sent. If we have updated a policy or procedure then we notify staff through the newsletter and include the link to the amended policy. It is a very effective way of updating the right staff and overcomes the obstacle of missing anyone out. We also offer training events regularly and these dates are advertised in the newsletter.

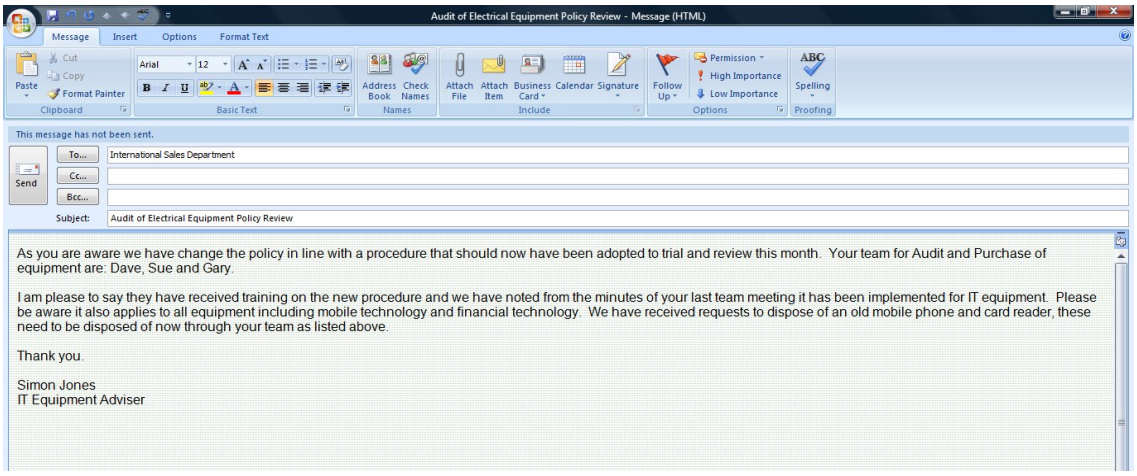
4.1 Review contribution of own use of IT in support of at least two team activities
4.2 Provide feedback to others on their use of IT in a constructive and considerate manner on at least two occasions
4.3 Review feedback from others on own use of IT on at least two occasions

Recently we have had a review of our audit procedure. We legally have to dispose correctly of all IT equipment and as a result need to ensure we are aware of where all equipment is. We had an audit system which meant that the manager of each department was responsible for doing an equipment audit and writing off any equipment no longer in use which would then be disposed of following regulations. However, in a meeting with representatives from the Management Team it was felt that this procedure was time consuming and only carried out annually and they felt there should be a quicker method and more regular. I worked with the team and was allocated the task of looking at how other companies currently do this, so I used the forum I am subscribed to, to ask the question. I then made contact with two other companies who had procedures in place that were quite different to ours to discuss a way forward. I reported back to the Committee at next meeting and they liked the idea one company had which was an individual and group audit. Each individual within the organisation had responsibility for their own personal equipment i.e. phone, computer etc and then a group in each department were to be established to review equipment as an agenda item at each monthly meeting they would be the same group that has purchasing rights in each department as often disposal of equipment tied in with buying new equipment. The policies and procedures for audit have been updated and we have since reviewed them twice to fine tune them.

I have received a request to dispose of 5 mobile devices from one department, which had only been purchased 6 months ago. I spoke to the group who were now responsible for the disposal and asked them why they wanted to dispose of the devices so soon. The response was that they did not work with the software that the department use so because they were now incompatible they could not use them. I spoke to the manufacturer of the product about this as we do order a lot of our equipment from this supplier and they informed me they had developed an add-in to allow the

mobile device to work with the new software. I discussed this with the manager and we ordered the add-ins so the equipment no longer needed to be disposed of. I was very pleased that I had saved the company money as they no longer had to buy a new product just an add-in; the staff from this department were also pleased as they knew how to use the equipment and did not have to re-train with new equipment.

Below is a copy of an email I sent to a group in one department after our first review of how the new procedures were working as this group had sent emails about disposal of equipment.



I had feedback from the group about the presentation I did in the meeting about the other two companies and the comments are as below, taken from the minutes of the meeting available on T:\minutes\2011\September\special\newdisposalprocedure.doc

"A very well presented and competent presentation and very able to answer questions about the subject"

"Well researched and well presented"

"Simon has spent a lot of time on this project and he has researched all the areas that were of interest to our group. He then created a PowerPoint presentation which was used in the meeting when he delivered the information. Many managers asked questions about the presentation and Simon was very confident and knowledgeable answering the questions.