

Unit Title: Monitor information systems

OCR unit number	317
Sector unit number	R/601/2537
Level:	3
Credit value:	7
Guided learning hours:	30

Unit purpose and aim

This unit is about monitoring and evaluating an information system to meet identified needs in a business environment.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to monitor an information system</p>	<p>The Learner can:</p> <p>1.1 Explain the purpose and benefits of managing information to meet requirements</p> <p>1.2 Explain the purpose and benefits of providing training and on-going support to users</p> <p>1.3 Explain the purpose of complying with legal and organisational requirements when using an information system</p> <p>1.4 Explain the purpose and benefits of monitoring use of an information system</p> <p>1.5 Describe ways of monitoring use of an information system</p> <p>1.6 Explain the purpose and benefits of maintaining and updating an information system</p> <p>1.7 Describe ways of maintaining and updating an information system</p> <p>1.8 Describe the types of problems that may occur</p>	<p>Learning outcomes 1 and 2 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.</p>

	with an information system and how to deal with them	
2. Understand how to review and further develop an information system	<p>2.1 Explain the purpose and benefits of continuously improving an information system</p> <p>2.2 Explain how to identify problems in an information system and analyse them</p> <p>2.3 Describe ways of resolving problems in an information system</p>	
3. Be able to monitor an information system	<p>3.1 Identify the information to be monitored and the resources available to do so</p> <p>3.2 Contribute to designing a system specification</p> <p>3.3 Provide training on the use of an information system</p> <p>3.4 Provide on-going support to users</p> <p>3.5 Monitor use of an information system</p> <p>3.6 Make sure legal and organisational requirements for handling information are followed</p> <p>3.7 Make sure a system is maintained and updated, if required</p> <p>3.8 Identify, analyse and resolve problems when they occur</p> <p>3.9 Collect feedback on performance of an information system</p> <p>3.10 Provide information to enable further system development to meet agreed specifications</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to monitor information systems

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products

- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Work requests
- Detail of participation in contributing to designing a system specification
- Records of training provided and support given
- Monitoring records for systems
- Monitoring records for legal and organisational requirements
- Correspondence relating to analysis and solving of problems
- Feedback on the system
- Suggestions for further system development

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAD 131 monitor information systems

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk .