

UAN:	F/506/1951
Level:	4
Credit value:	6
GLH:	30
Relationship to NOS:	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> CFABAD122 Manage and evaluate information systems
Assessment requirements specified by a sector or regulatory body:	Skills CFA Assessment Strategy Competence units (S/NVQ)
Aim:	This unit aims to develop the knowledge and skills required to manage information systems. Upon completion of this unit, learners will develop an understanding of the management of information systems. Learners will be able to apply this knowledge when setting up information system process and managing information systems.

Learning outcome
The learner will: <ol style="list-style-type: none"> Understand the management of information systems.
Assessment criteria
The learner can: <ol style="list-style-type: none"> 1.1 explain the uses of an information system 1.2 describe typical information system interfaces 1.3 analyse the implications of system updates and system developments to an organisation 1.4 analyse the use of stakeholders' feedback on the effectiveness of an information system 1.5 evaluate the implications of data protection requirements for the management and use of an information system.

Assessment Guidance/ Evidence Requirements**Information system:**

Usually electronic, containing various information on a specific subject
i.e. data base containing information on all new clients/customers

Stakeholders:

This refers to anyone who has an interest in the system, eg end users,
clients, customers

Evidence may be provided by

- report
- professional discussion
- questioning

Learning outcome

The learner will:

2. Be able to set up information system processes.

Assessment criteria

The learner can:

- 2.1 develop standard operating procedures for administrative processes that meet organisational and legal requirements
- 2.2 implement management processes that are capable of identifying and resolving problems
- 2.3 analyse users' training needs for an information system.

Assessment Guidance/ Evidence Requirements**Evidence may be provided by:**

- product (operating procedures)
- report
- professional discussion
- witness testimony
- questioning

Learning outcome

The learner will:

3. Be able to manage an information system.

Assessment criteria

The learner can:

- 3.1 monitor the quality of information against agreed key performance indicators (KPIs)
- 3.2 update information systems in line with business and users' needs
- 3.3 provide training and support in the use of information systems to users and stakeholders
- 3.4 manage problems in the information system in a way that minimises disruption to business

- 3.5 evaluate the effectiveness of an information system
- 3.6 make recommendations for improvements that will enhance the efficiency of an information system
- 3.7 adhere to organisational policies and procedures, legal and ethical requirements in the management of an information system.

Assessment Guidance/ Evidence Requirements

Evidence may be provided by

- witness testimony
- product
- report
- professional discussion
- questioning

Unit 404 Manage information systems

Supporting information

Guidance

For this unit the candidate's report can outline how they worked through the unit, which may also include additional evidence from, eg witness testimony, as well as product. A report at this level would be in excess of 2000 words.