Unit Title:	**Monitor information systems**
OCR unit number:	35
Level:	3
Credit value:	8
Guided learning hours:	43
Unit reference number:	F/506/1917

Unit aim and purpose

This unit aims to develop the knowledge and skills required to monitor information systems. Upon completion of this unit, learners will have an understanding of how information systems are used and will be able to monitor information systems.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand how **information systems** are used	**The Learner can:** 1.1 Explain how the intended use of reports affects the choice of format and language 1.2 Explain how the audience of reports affects the choice of format and language 1.3 Explain the features of **different problem-solving techniques** related to information systems 1.4 Evaluate the suitability of possible problem-solving actions related to information systems 1.5 Explain techniques to validate the reliability of information 1.6 Analyse the suitability of different evaluation techniques related to information systems 1.7 Assess the potential **consequences** of breaches of confidentiality	**Information systems** may include: • hardware • software • infrastructure **Different problem-solving techniques** may include: • Means End Analysis • Inductive Reasoning • Rule of Thumb (Heuristic) • Simulation models • Diagnostics • Evaluation **Consequences** cover the effects on: • The individual • The organisation • The stakeholders

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Learning Outcomes	Assessment Criteria	Additional Guidance
	1.8 Evaluate the potential **consequences** of publishing reports containing inaccurate or unsubstantiated information	
2 Be able to monitor information systems	2.1 Develop a plan to monitor information systems that specifies - objectives, - scope, - timescale, - resource implications, - the techniques to be used and reporting requirements 2.2 Carry out monitoring activities in accordance with the plan 2.3 Provide training and support to system users that is appropriate to their needs 2.4 Identify the cause of problems with an information system 2.5 Suggest solutions to problems with an information system 2.6 Recommend adaptations to the system in response to identified problems or developments 2.7 Adhere to **organisational policies and procedures, and legal and ethical requirements** when monitoring information systems	Where possible, adherence to **organisational policies and procedures, and legal and ethical requirements** should be confirmed by a line manager or experienced colleague. Learners should also be aware of *which* legal requirements affect information systems.

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

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

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFABAD131	• Monitor information systems

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 .