

Title	Investigate the use of Information and Communications Technologies in an organisation		
Level	3	Credits	6

Purpose	<p>People credited with this unit standard are able to: plan and conduct an investigation into the use of Information and Communications Technologies in an organisation; describe and evaluate the use of Information and Communications Technologies in the identified organisation; and present the results of an investigation into the use of Information and Communications Technologies in the identified organisation.</p>
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Classification	Computing > Generic Computing
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Available grade	Achieved
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Guidance Information

- 1 This unit standard covers the use of investigative skills in the context of the use of Information and Communications Technologies in an organisation rather than the skills required for a full consultancy role.
- 2 All activities associated with this unit standard must comply with the requirements of the Health and Safety at Work Act 2015 and its subsequent amendments.
- 3 A *plan* outlines how the requirements of the investigation will be realised. The plan may be modified during the task and changes justified. Evidence of planning may be oral, written, and/or graphic. Depending on the assessment context, the plan will specify milestones and reporting requirements for the investigation, methods of presenting the results of the investigation, and will be endorsed by the primary contact person. The plan may also include:
 - key milestone outcomes;
 - how resources such as time, expertise and materials (and finance, if appropriate) will be used to achieve the outcomes of each milestone;
 - how consultation with stakeholders will be carried out to ensure that all constraints and requirements are met.
- 4 **Definition**
Information Technology (IT) is the common term for the entire spectrum of technologies for information processing and related to computing technology, such as networking, hardware, software, the internet or the people that work with these technologies. *Information and Communications Technologies (ICT)* is an extended term for Information Technology, and refers to the technologies that provide access to information through telecommunications, internet, wireless networks and other communication mediums. For this standard, examples of Information and

Communications Technologies may include but are not limited to – computer and/or networks; electronic communications technology for the purpose of communicating voice, text, data or images; cloud technologies; security and storage; hot-desking.

- 5 Legislation relevant to this unit standard includes but is not limited to the:
Copyright Act 1994
Copyright (New Technologies) Amendment Act 2008
Harmful Digital Communications Act 2015
Health and Safety at Work Act 2015
Privacy Act 1993
Unsolicited Electronic Messages Act 2007
and any subsequent amendments.
Current legislation and regulations can be accessed at <http://legislation.govt.nz>.
- 6 References
ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury. Accident Compensation Corporation - Department of Labour, 2010; available from Worksafe New Zealand, at <http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/guidelines-for-using-computers>.
- 7 An assessment resource to support computing unit standards (levels 1 to 4) can be found on the NZQA website at www.nzqa.govt.nz/asm.
'The Computing Process - a clarification document' contains further information and can be found on the NZQA website.

Outcomes and performance criteria

Outcome 1

Plan an investigation into the use of Information and Communications Technologies in an organisation.

Performance criteria

- 1.1 The plan identifies the parameters of the investigation in terms of its scope and objectives.
- 1.2 The plan identifies the requirements of the investigation in terms of logistics.
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| Range | includes but is not limited to – areas to be visited, people to be contacted, amount of time to be spent with people. |
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- 1.3 The plan specifies milestones and reporting requirements for the investigation, and methods of presenting the results of the investigation, and is endorsed by the primary contact person for the organisation.
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| Range | may include but is not limited to – investigation's sponsor, relevant manager, delegated contact. |
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Outcome 2

Conduct an investigation into the use of Information and Communications Technologies in the identified organisation.

Performance criteria

- 2.1 The investigation is conducted according to the plan and, where necessary, the plan is modified and justification for any modifications is documented and presented to the primary contact.
- 2.2 Progress is reported against milestones in accordance with the plan.
- 2.3 The investigation is conducted in accordance with the organisation's privacy and security standards and procedures.

Outcome 3

Describe the use of Information and Communications Technologies in the identified organisation.

Performance criteria

- 3.1 The description identifies the planning procedures used for implementation of Information and Communications Technologies in accordance with the investigation findings.
- 3.2 The description identifies the types of Information and Communication Technologies in use in the organisation in accordance with the investigation findings.
- 3.3 The description outlines the personnel involved in the provision of Information and Communications Technologies in accordance with the investigation findings.

Range functions of the personnel, information sources they use, information they produce, the end-users of information.

Outcome 4

Evaluate Information and Communications Technologies used in the identified organisation.

Performance criteria

- 4.1 The evaluation identifies the strengths and weaknesses of the types of Information and Communications Technologies used in the organisation.

Range strengths and weaknesses may include but are not limited to – user friendliness, fitness for purpose, functionality, age of technology including hardware and software, ease of upgrade, maintenance costs and requirements.

- 4.2 The evaluation identifies possible future development needs of the organisation in terms of Information and Communication Technology.

Range a minimum of two future developments are identified.

Outcome 5

Present the results of an investigation into the use of Information and Communications Technologies in the identified organisation.

Performance criteria

- 5.1 The presentation of the results is consistent with the specifications of the endorsed investigation plan.

- 5.2 The presentation communicates the results of the investigation and is consistent with the findings of the investigation.

Range presentation includes but is not limited to at least one of – peers, the investigation’s sponsor, group/s from the organisation.

Replacement information	This unit standard replaced unit standard 5950 and unit standard 5969.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 May 2009	31 December 2013
Revision	2	18 February 2011	31 December 2015
Rollover and Revision	3	19 September 2013	31 December 2019
Review	4	19 January 2017	31 December 2024
Review	5	26 May 2022	31 December 2024

Consent and Moderation Requirements (CMR) reference	0226
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.