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

Purpose | 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.

Classification | Computing > Generic Computing

Available grade | Achieved

Explanatory notes

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.

6 References

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](http://www.nzqa.govt.nz/asm).
   ‘The Computing Process - a clarification document’ contains further information and can be found on the NZQA website.

### Outcomes and evidence requirements

#### Outcome 1

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

#### Evidence requirements

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.

   **Range** includes but is not limited to – areas to be visited, people to be contacted, amount of time to be spent with people.

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.

   **Range** may include but is not limited to – investigation’s sponsor, relevant manager, delegated contact.
Outcome 2

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

Evidence requirements

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.

Evidence requirements

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.

Evidence requirements

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.

Evidence requirements

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.

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<th>Replacement information</th>
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Consent and Moderation Requirements (CMR) reference 0226

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.
Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.