SFJ EFSM22
Develop information systems to support service delivery objectives

| **Overview** | This standard is about setting up effective communications and information management systems in your organisation. This involves identifying the information and communication needs of your organisation, selecting information management and communications systems which meet those needs, setting these systems up and finally monitoring these systems to ensure their effectiveness. |

There are four elements

1 **Identify information and communication requirements**
This includes researching the information users require both now and in the future. You need to develop clear specifications for the system, and identify what resources are needed.

2 **Select information management and communication systems**
This includes agreeing criteria for the selection of the systems and evaluating different systems for their suitability. You need to select the system which matches the agreed criteria most closely, and agree your selection with users.

3 **Implement information management and communication systems**
This includes presenting your plans to those involved in an appropriate manner, check that they understand what is being proposed and obtain the appropriate resources to implement the system. You need to supervise implementation, making any necessary adjustments to plans as the system is put into place. You must also make sure everything is done within your planned schedule and budget.

4 **Monitor information management and communication systems**
This includes encouraging users to provide feedback on the system and monitoring and evaluating its effectiveness. You will need to present your evaluations to those involved, agree improvements, and finally modify the system to achieve these improvements.

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<div style="color:blue">**Performance criteria**</div>

Identify information and communication requirements

You must be able to:

P1 identify potential future information needs of the organisation
P2 agree information requirements with stakeholders
P3 identify the resources needed to meet information requirements
P4 specify information requirements which are consistent with organisational objectives, policies and resource constraints

Select information management and communication systems

You must be able to:

P5 agree criteria for selection of information management and communication systems with stakeholders
P6 identify and evaluate systems which are capable of meeting user requirements and organisational objectives
P7 propose systems which most closely meet the agreed criteria and comply with organisational policies and legal requirements
P8 develop an implementation plan which is agreed with stakeholders

Implement information management and communication systems

You must be able to:

P9 present your plans for implementing information management and communication systems to users and others involved or affected, at an appropriate time, level and pace
P10 confirm users' understanding of the system and their role in its implementation
P11 select resources which are sufficient for the implementation to take place within agreed timescales
P12 monitor the implementation of the system at appropriate times against agreed plans
P13 modify implementation activities, as appropriate to resolve any problems arising
P14 enable users and others involved and affected to make effective contributions
P15 implement information management and communication systems within the agreed budget and timescales

Monitor information management and communication systems

You must be able to:

P16 provide opportunities for users to give feedback on the effectiveness of information management and communication systems
P17 schedule your monitoring and evaluation of systems to take place at appropriate times
P18 take account of trends and developments and potential future requirements

P19 modify information management and communication systems to overcome any problems effectively

P20 forward details of proposed change to the relevant person, where service delivery improvements are identified

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Knowledge and understanding

You need to know and understand:

K1   the importance of agreeing information requirements with stakeholders and how to achieve such agreements

K2   how to identify, evaluate and specify information needs

K3   the importance of information systems to the work of organisations and your role and responsibilities in relation to these

K4   the range of information requirements people may have

K5   the range of information management and communication systems which may be appropriate and their relative advantages and disadvantages

K6   how to evaluate systems to ensure they meet stakeholder requirements, organisational objectives, legal requirements and resource constraints

K7   how to identify resources which will be required to meet information requirements

K8   how to carry out cost-benefit analyses of information management and communication systems

K9   how to develop implementation plans and agree these with stakeholders

K10 the importance of checking users' understanding of the system and confirming their role in implementing it

K11 the types of problems which may arise during implementation and how to overcome these problems

K12 the importance of consulting on implementation plans and different methods of doing so appropriate to different types of system and user

K13 the importance of monitoring information management systems and your role and responsibilities in relation to this

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Additional Information

Glossary

Communication systems: Systems for communicating information inside your organisation to maximise its efficiency; these systems may be computer or non-computer based

Evaluation: A balanced assessment of what has been achieved against plans

Information management: Information your organisation needs to plan, implement and evaluate its operations and strategy: these systems may be computer or non-computer based

Information requirements: The process of ensuring that all the information you have obtained, will be sufficient to carry out the current or future task

Others involved or affected: These may be relevant people both within or external to your organisation, who may be affected by decisions taken by yourself or others you are responsible for

Service delivery improvements: Potential improvements to working practices, systems of work, equipment, organisation and individual performance (WC)

Systems: Methods of recording and filing information for future use

Trends and developments: Changes, for instance trends and developments in the market, in technology, in products and services or in processes or working practices, which suggest possible improvements you can make

Users: Team members, colleagues, higher-level managers or sponsors, people outside the organisation who will use the system

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