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### Overview

This standard is about using information technology effectively within a traffic management environment. It includes using hardware, as well as inputting and extracting data. It is intended to cover the general use of IT systems, and complements the further and separate standards addressing the specific use of traffic management technology.

Hardware can include using a personal computer or laptop, or using other hand-held equipment.

**There is one element:**

- 1 Use IT to support effective road management operations

# SFJJA103

## Use IT to support effective road management

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### Performance criteria

*You must be able to:*

- P1 start up, log on and close down hardware safely and correctly, performing self- checks correctly where required
- P2 ensure that peripheral hardware is working correctly, as required
- P3 address any difficulties in setting up hardware correctly
- P4 access data files correctly, using a password where necessary
- P5 input and extract data promptly and accurately, saving, retrieving and amending files correctly
- P6 access and use correctly available road management information, including traffic and route planning data
- P7 send and receive emails and attachments correctly, and in line with your organisation's procedures
- P8 maintain an up to date electronic calendar and contact list correctly, in line with your organisation's requirements
- P9 use only licensed and authorised software programmes
- P10 maintain back-up and contingency requirements in line with your organisation's procedures
- P11 maintain the security and confidentiality of data
- P12 report problems and faults, where these occur, promptly and accurately, in line with your organisation's procedures

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## Use IT to support effective road management

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### Knowledge and understanding

*You need to know and understand:*

- K1 legislation, policies and procedures relating to data protection, security and health and safety relating to the use of IT within your area of responsibility, and their impact for your operations
- K2 your organisation's IT systems, operational requirements and procedures for maintaining files, backing-up data and addressing associated contingencies within your area of operations
- K3 your organisation's standards and performance indicators relating to the use of IT
- K4 how to use the available systems within your area of operations and responsibility, their capability and intended purpose in relation to supporting road management operations
- K5 the importance of creating and maintaining up to date log entries, and how to do this
- K6 your levels of responsibility for setting up computer hardware and for connecting computer peripherals within your area of operations
- K7 the principal types of system and user error that may occur in the use of the computer hardware within your area of operations, and the procedures for addressing these
- K8 your organisation's policy for dealing with difficulties in setting up and using computer hardware within your area of operations
- K9 your organisation's policy relating to the inappropriate use of computers and the importance of meeting these requirements

# SFJJA103

## Use IT to support effective road management

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	1
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<b>Date approved</b>	March 2009
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<b>Indicative review date</b>	March 2014
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Skills for Justice
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<b>Original URN</b>	SfJ JA103
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<b>Relevant occupations</b>	Public Services; Public Service and Other Associate Professionals
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<b>Suite</b>	Traffic Management
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<b>Key words</b>	Information technology, traffic systems
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