	Unit ID: 699
Domain	**CIVIL SOCIETY: GENERAL MANAGEMENT**
Title:	**Manage Information Technology in a civil society organisation**
Level: 5	**Credits: 8**

Purpose

This unit standard specifies the competences required to manage an organisation's Information Technology (IT). It includes installing hardware and software, maintaining computer hardware and software and managing data and system security. This unit standard is intended for anyone with the responsibility for managing an organisation's IT.

Special Notes

1.   Assessment evidence may be collected from a real work place, a simulated workplace, a simulated workplace or an appropriate simulated realistic environment which uses IT.

2.   Glossary of terms:
   - *'Information technology' ('IT')* includes what is also known as information communication technology (ICT).
   - *'Hardware'* refers to any physical objects related to IT and this includes but is not limited to personal computers (PCs), laptops, network devices, printers, scanners and digital cameras.

   - *'Software'* includes but is not limited to operating systems, programmes, security systems.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na.

Elements and Performance Criteria

Element 1: Identify, obtain, set up and maintain hardware and software.

Range:

Hardware and software should be chosen on the bases of affordability and the requirements of the task to be completed by individual staff.

Performance Criteria

1.1   Equipment, hardware and software to be acquired by the organisation are identified according to individual user needs, technical specifications and financial resources.

1.2   It is ensured that all the equipment, hardware and software is functioning together and that all staff has been given a short introduction to the capabilities of the new devices and their safe and correct utilisation.

1.3   Minor repairs and updates are made in accordance with user needs and technical specifications.

1.4   Updates are executed at regular intervals to fix bugs in the software, especially the operating systems, of the computers.

1.5   Problems arising from user enquiries are solved in a timely manner appropriate to the organisation, its IT systems and its resources.

1.6   Changes in technology are known about and steps are taken to implement complete changes when they are required by the organisation.

Element 2: Maintain communications, information and the information systems.

Range

Dissemination of information may include but is not limited to disseminate through the organisation's webpage, electronic newsletter, fax transmissions and any other innovative methods of using ICT to transmit data.

Performance Criteria

2.1   Data from all computers is backed up regularly in means appropriate to the organisation's systems and resources and the backup is kept in a safe place.

2.2   Website is maintained on a very regular basis and updating procedures are demonstrated that are appropriate for the organisation.

2.3   News about the organisation is published using electronic media.

2.4   The contact details, programs, projects and any other relevant information about the organisation are always kept up to date on the webpage, electronic newsletter, fax transmissions and any other channels.

2.5   The IT system is adapted as users identify the need for improvement and within the limits of the organisation's resources.

2.6   The Internet Service Provider (ISP) is chosen on a cost effective basis and technical support is available at no or very low costs. The internet connection is also suited to the organisation and/or the individual staff's requirements which can include but are not limited to mobility, access speeds, volumes and reception range. It is also vital to have selected a safe, secure and affordable E-Mail server and to give each staff member his/her respective E-Mail address and log in information. It is also possible to change the log in information speedily for staff members who lose their log in details.

Element 3: Ensure that data management and systems are safe and secure.

Performance Criteria

3.1   Anti-virus protection is installed and updated daily and scans are run on at least a weekly basis on all working machines.

3.2   Anti-spyware protection is installed and updated daily and scans are run on at least a weekly basis.

3.3   Firewalls are installed and working correctly so that no data, passwords, codes or any other access data can be stolen or made available to unauthorised users.

3.4   Illegal software is verified as not being used on any machine, and it is confirmed that no illegal documents, content or unethical items are contained on any machine.

3.5   It is confirmed that all staff understand the importance of not distributing illegal software, hardware or content.

3.6   Web site security is verified as being available and the server is verified as being physically safe.

3.7   It is confirmed that hardware is kept safe and that no unauthorised access is allowed on any machine in the organisation. Also all mobile devices are either secured after working hours or are assigned to the direct responsibility of an individual staff member. Monthly check ups are made on all IT equipment in the organisation.

3.8   An IT policy is confirmed as being in place and is operational.

Registration Data

Subfield:	Civil Society Management
Date first registered:	27 May 2010
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Anticipated review:	2014
Body responsible for review:	The Steering Group for CSMT&A