



Understanding the Potential of IT – Level 2

Syllabus

Version 1.0
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Category	Skill Set	Ref	Task Item	
UP2.1 Impact of the Internet and mobile communications on society and individuals	UP2.1.1 Personal and social communication	UP2.1.1.1	Know what IT tools and systems can be used to aid personal and social communication and interaction.	
		UP2.1.1.2	Define the benefits of using IT tools and systems for personal and social communication.	
	UP2.1.2 Access to education and government services	UP2.1.2.1	Know how IT aids access to education.	
		UP2.1.2.2	Identify the benefits of using IT to access education.	
		UP2.1.2.3	Know what government services can be accessed using IT.	
		UP2.1.2.4	Identify the benefits of using IT to access government services.	
	UP2.1.3 Access to products and services	UP2.1.3.1	Identify the benefits of using IT to access products and services.	
		UP2.1.3.2	Know how access to products and services can be aided by the use of IT.	
	UP2.1.4 Drawbacks for individuals and society in the use of new technologies	UP2.1.4.1	Identify potential drawbacks for society in the use of new technology.	
		UP2.1.4.2	Define possible drawbacks for an individual in the use of new technology.	
	UP2.2 Potential of IT in business	UP2.2.1 Improve business processes	UP2.2.1.1	Know the main business processes used in organisations.
			UP2.2.1.2	Know what IT tools can support business processes.
UP2.2.1.3			Describe how business processes can be improved through the use of IT tools and systems.	
UP2.2.2 Improve communications		UP2.2.2.1	Know the lines of communication that support business activity.	
		UP2.2.2.2	Know what IT tools and systems support effective business communications.	
		UP2.2.2.3	Describe the advantages of using digital communications over non-IT methods.	
UP2.2.3 Key IT components		UP2.2.3.1	Identify key components of an IT system.	
		UP2.2.3.2	Know the use of various IT components.	

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	UP2.2.4 Roles and responsibilities	UP2.2.4.1	Identify the various roles in operating and supporting an IT system.
		UP2.2.4.2	Know the responsibilities of each role.
	UP2.2.5 Impact on staff	UP2.2.5.1	Identify the positive impact on employees of the deployment of IT.
		UP2.2.5.2	Identify the negative impact on employees of the deployment of IT.
	UP2.2.6 Accessing IT support	UP2.2.6.1	Identify the guidelines for accessing IT help and support in an organisation.
		UP2.2.6.2	Know how to access IT help and support in an organisation.
	UP2.2.7 Benefits of new IT tools and systems	UP2.2.7.1	Know the benefits of introducing new technology.
	UP2.2.8 Approaches to introducing new IT tools and systems	UP2.2.8.1	Describe the different ways that an organisation may rollout new IT tools and systems.
		UP2.2.8.2	Know the advantages of each approach used to rollout new IT tools and systems.
		UP2.2.8.3	Know the disadvantages of each approach used to rollout new IT tools and systems.
UP2.3 IT security	UP2.3.1 Risks and protection	UP2.3.1.1	Describe the risks to system performance and data security.
		UP2.3.1.2	Describe the control measures organisations can use to protect their systems and data and how new developments in technology can be used to improve security.
		UP2.3.1.3	Describe the roles and responsibilities of the end users with regard to IT security in an organisation.
		UP2.3.1.4	Describe the risks to personal safety and the control measures organisations can use to protect the end user.
UP2.4 Digital ownership	UP2.4.1 Ownership of digital content	UP2.4.1.1	Identify the legal implications of all aspects of Intellectual Property Rights.
		UP2.4.1.2	Describe various methods used by manufacturers to control usage of digital content and devices.