

Practical assignment 3.4

Drawing up and monitoring procedures

Activities

Drawing up procedures for management and use

Monitoring the currency of the procedures and, where necessary, formulating proposals for improvement

Providing colleagues and users with timely information about changes

Activating documentation

Observing procedures for management and use, and ensuring that others also do so

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 3	Managing (parts of) information systems
Work process 3.4	Drawing up and monitoring procedures



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Introduction

In practical assignment 3.4 you are going to learn how to draw up and monitor procedures.

In this practical assignment *Drawing up and monitoring procedures* you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
 - *questions;*
 - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
 - *tips carrying out the assignments.*

Overview of the qualification dossier

ICT management

Core task Work process		ICT Manager	Network Manager
1 Developing (parts of) information systems			
1.1	Determining the information needs	x	x
1.2	Producing a design for (part of) an information system	x	x
1.3	Drawing up a plan of action	x	x
1.4	Creating a test environment	x	x
2 Implementing (parts of) information systems			
2.1	Drawing up an implementation plan	x	x
2.2	Carrying out an implementation plan	x	x
2.3	Providing support for acceptance tests	x	x
2.4	Evaluating an implementation	x	x
3 Managing (parts of) information systems			
3.1	Preventing disruptions / malfunctions	x	x
3.2	Localizing and remedying disruptions / malfunctions	x	x
3.3	Dealing with and rounding off incidents reported	x	
3.4	Drawing up and monitoring procedures	x	x
4 Setting up and organizing a service desk			
4.1	Making a service desk operational	x	
4.2	Managing a service desk	x	
4.3	Drawing up users' instructions	x	

Activities

- ▶ Drawing up procedures for management and use
- ▶ Monitoring the currency of the procedures and, where necessary, formulating proposals for improvement
- ▶ Providing colleagues and users with timely information about changes
- ▶ Activating documentation
- ▶ Observing procedures for management and use, and ensuring that others also do so

Assignment 1:**Drawing up and monitoring procedures**

In this assignment you will draw up and monitor procedures independently.

Write management and users' procedure(s) or bring existing procedures up to date. Check whether these procedures satisfy the quality standard(s) currently in force.

Introduce the procedure(s) and explain them, if necessary in advance, to the users.

Ensure that procedures are observed.

Document and archive the procedures in the appropriate information system.

Support in the assignments



Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?
2. Which quality standard(s) is/are applicable (ITIL, ISO)?
3. What resources have you at your disposal for drawing up procedures and making them available (project software, Sharepoint, Word)?
4. In what way or by what means can you check whether the procedure can actually be implemented? Is there a test environment or test group?
5. What are the current methods of checking whether procedures are observed?
6. What archiving method can you apply specifically?



Step-by-step plan

You can refer to this step-by step plan when preparing and carrying out the tasks required for this practical assignment.

- Step 1 Select a subject/component of the information system for which management and users procedures must be written. (This can also be a subject or component for which the procedures must be amended.)
- Step 2 Check which quality standards are applicable and harmonize the procedure with them.
- Step 3 Check, prior to implementation, whether the procedure meets up to current conditions (or whether in the meantime there have been changes in the situation).
- Step 4 Acquaint users with the new procedure, then implement the procedure.
- Step 5 Archive the procedure.
- Step 6 Ensure that the procedure is observed.
- Step 7 Monitor whether the procedure retains its currency and if necessary formulate improvements.



Tips

- Use existing, functioning procedures to help you formulate the new or amended procedures.
- Conduct regular audits, talk to users, pose clear questions and be open to receiving comments and/or criticism.
- Procedures must be workable.
- Take care that the procedures are not in conflict with other procedures.
- When archiving, give consideration to resources such as intranet and Sharepoint; if necessary make a proposal for the implementation of one of these resources.