

Essential information

School/College Contact Name: Mr. O' Brien
Supervising Tutor: Miss Bevans

Email:

You're Placement Organisation

Placement Organisation: Family Mosaic

Learner's department and role:

Organisation Address: 20 Tower Bridge Road Southwark London SE1 4TR

Organisation placement supervisor: Senior housing officer

Dates of Placement: From the 7th of July till the 18th

Personal targets

Set yourself some targets so that you know what you are trying to get out of your time on Work Experience.

We have started with six – think of four more of your own and say why you think they are important.

My personal target	Why it is important
1. Go to work as agreed	It will create problems for other people if they are expecting me and I don't turn up.
2. Be on time	To do things properly, without any rush and to also be punctual.
3. Work safely	In order not to in danger others as well as yourself.
4. Show that I am keen about my work	First impressions are very important and to also show that you are serious about your work placement.
5. Get on well and work effectively with other people at work	Employees can trust you and rely on your word.
6. Listen and understand what the supervisor is telling you	To understand what you are doing and what you have to do.
7. Dress appropriately	Your appearance looks tidy and well-dressed for the job.
8. Never argue with a tenant, a tenant is always right	You always have to find a solution or solve the problem for the tenant.
9. Work carefully	To complete your work effectively without errors.
10. Take responsibility with every task that you are set	So you carry out the task to the best of your ability and also responsibly.

What are you most looking forward to doing on your work placement?

I am looking forward to being in a new type of environment, and to experience the areas of work and also meeting new people.

Is there anything you are worried or nervous about?

I am worried that I might not carry out my placement effectively and I am also nervous that I might not be accepted in the working environment.

P1 How organisations use ICT

1. Describe and give examples, of the ways in which the organisation uses ICT; try to find at least one example of each of the following:

Presentation (promotional, technical)

Manipulation of information (interpreting data, decision making)

Communication (internal, external)

Managing information (storing and maintaining information, competitor Details, on-line services)

Description

This organisation is called Family Mosaic and is a housing association.

Communication - The organisation uses ICT for communication to interoperate data to other members of staff. For example; Sending emails out to members of staff requesting a response to query like

Manipulation of information – The organisation uses ICT for manipulation of information to receive data of information from staff. For example; Receive data information from staff to update estate inspections spread sheet of communal cleaning and repairs.

Managing information – The organisation uses ICT for managing information to store and maintain information on the system. For example; scanning the mail onto the system and publishing them.

Presentation – The organisation uses ICT for presentation by using power point for internal presentations. For example; for sharing internal performance information like Arrears collection debt.

2. Research examples from other organisations to fill in any categories for which you have not been able to find examples in your placement organisation:

(Promotional, technical, interpreting data, decision making, internal communication, external communication, storing and maintaining information, competitor details, online services)

Description

Maintaining information - In other organisations like Lambeth Council they store and maintain their information on a software called Oracle's e-procurement software. For example they use this software to store information like how many people they have given housing benefits to or giving people council tax or other services like parking.

Internal communication – Lambeth council use internal communication within the organisation through emails, fax or telephone calls. For example; employees could fax each other documents as it is more efficient as less paper is used. Or they could send each other emails requesting council tax for schools, roads, libraries, meals in the home, rubbish collection, police, fire service or other many local services.

External communication – They use external communication with their customers through phone calls or emails they also use this with other employees outside the organisation. They use it to deal problems with customers. For example; employees could call customers and ask them if they are happy with the service they are being provided with and if not the customer could make suggestions and help them to improve it.

Online services – Organisations also use online services like their website to make their service better and so customers know what services they are being provided with. For example; Lambeth council has a website which gives customers a lot of information on how they can help with their council tax, how to contact the organisation, how to pay their council tax and also information on discounts that reduce their council tax. Lambeth council's website also have a webpage that inform customers with different types of forms. For example; form categories on complaints and freedom of information, council tax, education, children and school, environment, parking and streets care, housing and housing benefit, noise and pollution and miscellaneous forms.

Competitor details – All organisations compete against each other to attract more customers to their service. Everyday they try to find a way to improve their service so that more customers would want to join them. For example; Southwark and Lambeth council compete against each other by trying to improve their service. By advancing technology, Lambeth council are beginning to provide every employee with a laptop so they can send emails to

customers as it is much quicker and more efficient as they would not be using the phone all the time. They also have provided their employees with laptops so they won't have to be in the office all day and they can sort everything out through the laptop. This is more efficient as if the employees are sending emails which don't cost a thing instead of using the phone and the company paying an expensive phone bill, the organisation can use that money that they have saved to improve houses, flats, apartments etc. And this improves their company by making customers happy.

P2 1a Describe the external factors which have caused the organisation to use ICT. You should try to find out about each of the following:

Exploiting new technologies

Supplier expectations

Increasing pace of change

Changing market needs

Changing legislation

1b Explain why the organisation uses ICT, in these cases, to help it meet its business objectives.

Description

Exploiting new technologies – In order for the organisation to give tenants a better service, employees at Family Mosaic have been provided with new laptops with new software and a Blackberry mobile. They have given their employees laptops so they can look at any document, email etc on the laptop instead of looking at them in the office. If the employees are not in the office this gives them more of a chance of doing their job quicker and making their tenants happier as their requests is being dealt with promptly. They have been given Blackberry's to reduce the cost of the phone bill in the office as well as dealing with the tenants rapidly, they can also receive and check their emails on their phone which is more efficient instead of sending post which costs a lot of money to pay for the paper. And if tenants want to be dealt with on the spot, they can just call their housing officer on their Blackberry as each housing officer has their own special number to be contacted, this improves their service as tenants are getting what they want and housing officers are dealing with their requests or queries much quicker.

Supplier expectations – The organisation uses ICT to meet their supplier expectations by all of the changes that they are doing with their new technology. If housing officers are being supplied with new laptops and phones, it means that they can get their job done much faster without wasting time. If a tenant has a query, the housing officer that they have been associated with can deal with their request effectively, as their tenant can call them at any time if they have a problem. Or, if they have sent their housing officer an email, they can check it easily as they can read their emails on their blackberries.

Increasing pace of change – Since the organisation has new technology, housing officers can do their job much quicker than usual and can get things done faster. When they didn't have this kind of technology it would have taken them a long time to sort out their tenants problems and deal with their query's. But now the service they are providing has improved as they are doing things faster than usual and are making their tenants happy. As before the service ran slowly as they did not have "swordfish" as their main system and every piece of information that they had e.g. tenants details as their address, telephone number etc, were as an internal memo. So, when staff needed this information it took them a long time to find out all of the information they needed as they were all in files and papers.

Changing market needs – When the organisation was provided with new laptops and mobiles, at the same time as making their tenants happy they are also making their company more efficient. Before, if a housing officer had to communicate with their tenants, to deal with a problem or to give them information that they needed, they had to send them a letter. But now, instead of wasting money on envelopes and paper they can just send their tenant an email to deal with their problems or to contact them. The company also has a new software called "swordfish" where they can store all of the information that they have on their tenants. For example; phone numbers, addresses, nationality etc. Before they made all of these changes, employees had to store all of this information in paper files which occupied a lot of space in the office. So, now that they have the new software to store all of this information, housing officers now has paperless offices. All of the money that the company used on that paper and letters can now go towards improving homes for tenants or improving the service of cleaning. This is a positive thing as it makes the company more efficient and their tenants happy.

Changing legislation –

2a Describe the internal factors which have caused the organisation to use ICT. You should try to find out about each of the following:

Meeting business needs (Costs, competitiveness, customer service)

Other commercial drivers

Meeting business needs (Costs, competitiveness, customer service) – The organisation uses ICT to meet their business needs by doing a variety of things with it. They do power point presentations to help the department understand a role they have to do or how to treat tenants. They also use ICT by having a software called Swordfish where any employee can log in and see information on different tenants e.g. where they live, where they were born, tenancy number, reference number etc. In the Resources and facilities department they use ICT to order stock online, for example; new computers, chairs, paper, envelopes, etc. They also use it regarding stock that hasn't been delivered yet.

Family Mosaic also use ICT to make the company more efficient, they do this by sending tenants emails instead of using masses amounts of paper. In addition to deal with customers they also use ICT to store all of the complaints that tenants have made e.g. rent, housing etc. So, the housing officers can then go back and deal with the complaints without forgetting, this also records whether complaints have been dealt with effectively or not.

2b Explain why the organisation uses ICT in these cases to help it meet its business objectives.

The organisation uses ICT to help it meet its business objectives by trying to find different ways to increase pace of change, the organisation do this by exploiting new technologies as giving laptops and advanced mobile phones to housing officers so tenants can get in contact easier. This also makes the organisation more efficient as they are saving money from the telephone bill and saving by not buying as much paper equipment as housing officers are emailing more rather than sending letters. So, instead the organisation uses that money to improve housing estates that are rundown, this is giving customers satisfaction as they are making their homes look more pleasant.

P2.3. Research and describe examples from other organisations to fill in any categories for which you have not been able to find examples in your placement organisation. (Exploiting new technologies, supplier expectations, increasing pace of change, changing market needs. Changing legislation, meeting business needs, other commercial drivers).

Family Mosaic use ICT to meet their suppliers expectations by having a website that customers can log on to at any time, on that website they provide a service were external customers can pay their rent online without queuing up for long hours at the post office. They also have other services as reporting a complaint and making repairs to their home. This makes customers happier as they do not have to spend hours on the phone waiting for the repair team to be put through and can log on to the intranet at any time to report that repair even when offices are closed. They are also exploiting new technologies as they have new software on the system where they can take the office to the customer e.g. housing officers are provided with their own laptops, this services customers who are not able to travel to the main office and who do not have access to the internet. This way problems and requests are dealt with more efficiently.

P3.1. Describe the ways in which the use of ICT has affected the work of one of your colleagues (or yourself) in terms of:

Complexity (e.g. change in skills, updating skills, support needs)

Capacity (e.g. output, storage, speed, efficiency)

You must state you colleague's job title or describe their role.

My colleague Alexandra is an Area housing Manager and uses ICT on a daily basis to help her with her job. She is the manager of seven housing officer and together they manage 5000 properties. Alexandra had to request a list from the

ICT department and they downloaded a list of all 5000 properties with the housing officer's names and patch codes. She had, to update that list by putting which housing officer was associated with each property and their hatch code. After she had done that she sent the list back to the ICT department they updated the system where the whole company could view the housing officer for each property, this enabled reception staff to put the correct calls to the correct housing officers, and tenants being given the wrong information. This also prevented calls being delivered to the incorrect housing officers and also housing officer's receiving calls from tenants that had nothing to do with them. By updating the system they were providing a string line service. Without ICT it wouldn't have been possible for Alexandra to update the list. She has also improved her ICT skills as every colleague went on an ICT course to learn how to manage and work the new system that was provided and how they could improve their ICT skills by doing this. As before all staff had very complex jobs as they had to know where all of the paperwork was kept for each tenant and they had to do a lot of filing and only had basic ICT skills but with the training that they were provided with, their skills was updated and their jobs have become much easier for them and work is done quickly.

P4 Using the following list from which to select topics, describe 4 different ways in which the use of ICT affects the working environment of the organisation:

Ergonomic considerations

Health & safety risks

Security risks

Access to information

Home working

Communications

Home working – ICT affects the working environment of the organisation because it is more efficient, cost effective, delivering a stream lined service and personalised. It has become all of these things as it saves the company money from sending letters and using the phone to call tenants regarding a complaint or to tell them information on their rent for example. It also makes customers happier as the job is getting done promptly and swiftly.

Access to information – ICT affects the working environment of the organisation as it is now a paperless office, customer satisfaction, more efficient and cost effective. ICT prevents the office from having a lot of papers as information is now stored on the system on a software called Swordfish, as back then information was stored on paper files which took up a lot of space in the office. So now, employees have a vast amount of space in their offices. ICT gives customer satisfaction as things are getting done their way, quickly and efficiently, as now they do not have to wait a long time to have things done. It also makes the organisation more efficient as they do not have to spend as much money on paper and envelopes as they did before, instead they could use that money to repair run down properties in different areas so again they are giving their customers satisfaction.

P5 Describe recent trends in ICT technologies which should include things like:

- Increased compatibility**
- New packages**
- New communities**
- Potential new technologies**
- Reduction in market leaders**
- Reduced job security**
- Increasing pace of change**

We now have plenty of new recent trends in ICT, from wireless to mobile phones that can record like a professional video camera. We now use wireless as it is easier for people to use and we can access the internet faster, also more than one person can go on the computer. Unlike before, people had to use a wire to plug into the computer and only one person could use a computer at a time. This also makes it a lot easier for business people to use laptops as they can take them anywhere at whatever time, so if they need to find out information on something they could easily access the internet on a bus for example. Another recent trend which has lately come out is the new Iphone; this mobile phone is so advanced that people can even access the map on it. You can also access the internet on the mobile phone wherever you are. In addition another new trend is the new Play station 3 where people can compete with each other all over the world because it has built in wireless which means once you are in possession of a wireless router you can connect the play station 3 to it. Television is also using ICT as part of making customers happy, for example; if you have missed your favourite programme you could easily go on to the programmes and sign up and watch what you have missed there with no hassle at all.

P6 and M3. Keep a log of the skills (things you have to do) and the knowledge (things you have to know) that you have to learn at your placement. These could be anything from learning to work with a team of people, through to advanced technical skills.

Skills	Knowledge
How to scan things on to swordfish.	Knowing about the business e.g. where the departments are etc.
Publishing documents on to the system.	How to behave in an office.
Customer service – How to talk to customers on the phone and in interviews.	Working with a team.
How to fix a printer when it got jammed.	Being able to communicate with people at different levels, from a post helper to a manager of a department.
How to be punctual to work.	

P6 and M3. Draw up a similar list to that produced in exercise 1 for your colleagues at your placement.

Skills	Knowledge
Customer skills e.g. how to talk to a customer through the phone or in an interview.	The housing law.
Computer skills e.g. knowing how to publish, scan things on to the system etc.	Anti social behaviour law.
Interpersonal skills e.g. being confident at work, being able to talk to other employees and tenants etc.	Mediation. Knowing about the business itself.

P6 and M3. Thinking about the lists you have produced in exercise 1 and 2, list down how you and your colleagues found out you needed those skills. Think about:

- Whether someone asked you?**
- Did you discover the need yourself?**
- Was a development plan prepared for you?**
- Something else.**

Knowledge and skills	Discovering the need
Housing law	For the first three points on knowledge and skills a development plan was prepared and also training was acquired. Before you start working at Family mosaic the person has to do some training on anti social behaviour skills e.g. what they would do in a situation with an angered person. They would have to learn the housing law as you need to have the right reasons why you're going to evict someone from their home. After training, when the person begins they are provided with a plan to know where the departments are, which departments are which e.g. which is the ICT department or facilities etc.
Mediation	
Customer skills	
Interpersonal skills	I discovered this skill as a person cannot work in an office or talk to tenants or colleagues if they do not have any confidence working in an office or being able to talk to other people.
How to behave in an office	I always knew how to behave in an

	office as it is common sense; I know that I cannot behave in the office like the way I behave in school. E.g. answering back to a teacher and answering back to a colleague at work.
Working with a team	At work, I learnt how to work with a team as before In school I liked working on my own and getting everything done by myself as I thought I could handle everything. But I realised that working with a team you get the job done faster and much better than usual because everyone is sharing their ideas.
Knowing about the business	I learnt about the business before I started my work placement as I researched what the organisation does with housing and how they work effectively. I also learnt about the business when I first started as my supervisor told me where the departments were and which department does what.

P6 and M3. Thinking about the lists you have produced in exercises 1 and 2, list down the methods used for you and your colleagues to acquire the knowledge and skills. Especially think about:

- Traditional teaching**
- Demonstration by colleague/supervisor**
- Manuals**
- Other non-ICT methods**
- Software package (CD ROM, internet, package tutorial)**
- Other ICT method (e.g. VLE)**

M1. Explain how and why a particular organisation uses ICT to meet its business objectives.

This particular organisation that I am going to write about is a clothes store called MK One.

Description	Example
The stores objective is to use technology ICT to help them receive information quicker than usual. Supplier expectations caused the organisation to use ICT because by	<ul style="list-style-type: none"> • By using computers

<p>using it they are increasing pace of change. If an employee wants to make a change to the clothes in the store they can just use the internet and send an email to every employee in the organisation rather than having long meetings which take up a lot of time.</p>	<ul style="list-style-type: none"> • Scanning information onto the system to send to employees or for all employees to know what changes are going to happen • They can use printers to print off any information or leaflets to hand out to their customers giving them information on their store and clothes.
<p>Improve software within the store to increase pace of change and meet their customer's needs. The new software also improves the business as things are getting done quicker and efficiently. Also it helps them give their customer's satisfaction as they have a website where customers can see their clothes line that they provide and the nearest store to them and contact details.</p>	<ul style="list-style-type: none"> • They use the internet to update their website, like contact details and their new stock and also allowing customers to buy clothes online. This meets their business objective as they are giving their customer's satisfaction as customer's can now buy online if they do not have enough time to go to a local store. Their website also helps customers who do not know how to buy online or how to make their way to the nearest store, so the website shows which buses or trains they can take to the store.
<p>The stores objective to improve on their security system:</p> <p>Mk One chose to use ICT a lot more recently as some customer's are beginning to steal clothes from the store because there aren't enough CCTV cameras. They have many cameras around the store covering every corner so that no stock goes missing; they also have alarms by the door so no customer's walk out with stock without paying.</p>	<ul style="list-style-type: none"> • Security cameras – if the store did not have security cameras and someone watching through the computer of what was going on, then the store would be losing a lot of money as customer's would easily be able to steal things without anybody noticing. • Electrical doors – the store also use this to stop customer's walking out the store with clothing. This helps the store a lot as if they didn't have alarms and their security system, the store would be losing a lot of money.

M2. Identify three potential concerns which the organisation has regarding the use of ICT and recommend ways in which the impacts can be reduced these may include things like:

Lack of personal contact (body language, etc)

Loss of access to information – ICT can reduce loss of access to information as the organisation can have a back-up memory card with all data and information that was lost. It saves employees a lot of time to go through the computer or doing the paperwork again to get all of it back. This also helps them as if a tenant wants to know information on something an employee can always provide them with it.

Loss of equipment - The organisation uses ICT to reduce loss of equipment as they have cameras all around the departments to make sure that any paper work or equipment such as keyboards or electrical equipment like cameras isn't lost and doesn't go missing.

Healthy and safety – A method that the organisation uses to reduce injuries happening within the company is teaching staff five times a year on how to use equipment within the company without getting hurt and also knowing what to do in case of an emergency. For example; in the company every Monday a fire alarm goes off at 10.45 to make sure that it works in case of a real emergency. They also have a warden in every office to guide employees where to go and which door to use in case of an emergency. If an emergency ever happened in the company, the main electrical doors would close and staff would have to exit through the back way which is much quicker. The organisation also has power presentations showing on the main television in the reception showing what to do in case of an emergency.

M3. Compare the use of an ICT- based learning package with traditional methods of learning.

These are examples of knowledge and skills in a different organisation.

Knowledge and skills	Methods of learning
Exchanging items and customers purchasing items and knowing how to do each function by using a computer.	The method of learning this is by watching the demonstration of a colleague, manual or other non – ICT methods.
Sorting items by colour co-ordination.	This method of learning is traditional learning.

Putting tags on clothes and knowing where to exactly place the tag.	The method of learning this is by a demonstration of a colleague.
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ICT based advantage	ICT based disadvantage
With ICT if there is a structured time limit, you can get it done a lot faster as using a computer saves a person a lot of time.	ICT flexibility is opposed because you don't have time to get things done quickly as you would with ICT-based.
With ICT you can learn alone and get more done by yourself.	With ICT, instead of working like a group and co-ordinating with others you have to work alone and it most people do not find it amusing working on their own.

D1. In tasks 1 and 2 you described the external and internal factors which have caused the organisation to use ICT and attempted to explain why the organisation used ICT in those cases.

Thinking about the organisation as a whole, suggest three changes which they could make in their use of ICT, and for each change identify the benefits and possible disadvantages.

Suggested change	Benefits	Disadvantages
The organisation could put more CCTV cameras in dangerous building estates while somebody is watching what is going on in the office.	This way, housing officers could get to the bottom of who's doing graffiti in the buildings or the culprit of robberies in the area.	It is very expensive placing a lot of CCTV cameras in dangerous areas, also the organisation would have to hire somebody to watch what is going on in the cameras 24/7.
A personal alarm system that every officer can carry when they are going to visit a house.	The benefits of this are that there would be less of a chance of something happening to housing officers when they visit a house. E.g. verbal or physical abuse.	It is extremely expensive to monitor the alarm and also there is no guarantee that all housing officers would use it.
Swipe card for tenants to pay their rent.	The benefits of this is that if a disabled tenant cannot pay their rent and does not have access to the internet, a housing officer goes to the persons house and the tenant can swipe	It doesn't exist yet and even if it did, it would be very expensive to provide.

	their card on the machine and pay their rent easily.	

D2. The organisation will constantly be updating their ICT systems. Explain how they can get the maximum benefit from these changes whilst, at the same time, minimising any problems the changes might bring.

Maximise benefits of change	Minimise negative effects of change
When there's a change in the organisation the ICT department update the system so employees know what is going on in the organisation. This prevents employees giving out the wrong information to customers.	The ICT department minimise negative effects of change by updating the system after working hours or during the weekend. This causes less hassle in the office as if they try to update the system while other employees are working, most employees would not be able to activate the system or go on the organisation intranet.