

How is IT best used to improve products and services in businesses?

**Gathering evidence for your challenge.**

You will find evidence for the use of IT in all four of the businesses in e-skills VIEW.

Each business has advanced their use of IT to help them improve their products and services

Using IT will have many benefits for each business and sometimes some disadvantages.

Use the Challenge 1- links that are provided, to enter each business and find some examples of the use of IT. Find more of your own by exploring each workplace.

There are lots of questions to take with you into the work place, but how do you go about finding the answers? Read through and discuss these questions. What evidence would you look for to find out more?



**As you explore each employer make notes for yourself that answers these and any other questions.**

- What is this business or organisation doing?
- Who are its customers?
- What IT can you find in different parts of the business – hardware and software?
- What is the IT being used for? What does it do?
- Who is using the IT? Are they specialists, trained employees, members of the public?
- Who benefits from the use of the IT and how?
- How does the IT benefit the customers of the business?
- Does the use of the IT that you have found have any disadvantages for; the business, the employee or the customer?
- How did the business meet the needs of this activity before the IT was installed?
- What changes do you think IT might make to the business in the future?
- What would happen if the IT failed or become unavailable?

## e-skills VIEW unit index

The following pages make up set one of three sets of documents that support the activity of gathering work based evidence, and show students working environments across all four employers. They are intended to prepare students for the free exploration of a workplace, finding supporting evidence to help then address a more general challenge.

Each set is made up of units of work that can be downloaded, printed and used independently of any other material. The units correspond to the indexed links available through the e-skills VIEW software application.

The units in this set are:



### Dover Coastguard

#### Gathering evidence 1: IT

- Unit 1.1.1 – Dover CS: Administration offices
- Unit 1.1.2 – Dover CS: Operations area



### Ford

#### Gathering evidence 1: IT

- Unit 1.3.1 – Ford: Robot welding
- Unit 1.3.2 – Ford: Robot control
- Unit 1.3.3 – Ford: Robot spray painting
- Unit 1.3.4 – Ford: Production monitoring
- Unit 1.3.5 – Ford: Maintaining part levels
- Unit 1.3.6 – Ford: Robot screen install



### Eli Lilly

#### Gathering evidence 1: IT

- Unit 1.2.1 – Eli Lilly: The Manor House
- Unit 1.2.2 – Eli Lilly: The Laboratory Corridor



### Gatwick airport

#### Gathering evidence 1: IT

- Unit 1.4.1 – Gatwick: Le Meridian Hotel
- Unit 1.4.2 – Gatwick: Servisair baggage handling
- Unit 1.4.3 – Gatwick: Servisair operations room
- Unit 1.4.4 – Gatwick: Servisair enquiries desk
- Unit 1.4.5 – Gatwick: Arrivals Hall