

Guide to delivery of Unit 5: Problem Solving Using ICT	
General introduction to unit	
<p>The structure and levels within an organisation and the information used by each level, to include:</p> <ul style="list-style-type: none"> • Operational • Tactical • Strategic 	
<p>Software used within an organisation and the levels at which they are used, to include:</p> <ul style="list-style-type: none"> • General office software • MIS • Expert systems • KBS • Profiling systems • DSS • EIS 	
<p>Quality procedures, to include:</p> <ul style="list-style-type: none"> • Aims • Goals • Objectives • TQM 	
<p>Systems, to include:</p> <ul style="list-style-type: none"> • Systems and subsystems • System boundaries • System environments 	
Analysis of Solutions	
Preparation of coursework for assessment	