

# Explain the operational issues in relation to the use of business information

[Life](#), [Relationships](#)



In this assignment I will be explaining the operational issues in relation to the use of business information. Businesses have to store and manage lots of information. All information systems have two fundamental issues of ensuring that, one is the organisation receive information it requires and the other is that appropriate members of staff receive the information. A number of policies and procedures have to be put in place concerning security of information, backups, health and safety, organisational policies, business continuance plans, costs and increasing sophistication.

Security of information can be an operational issue. It is all about maintaining the integrity and availability of organisational information and knowledge. Managers need to have the right information available at the right time to make good decisions. The reliance on technology to store information increases which means the risk posed by system failure and malicious attack from viruses also increases. IT security policy should take into account common risks to information the business relies upon. This policy should include secure login id for IT systems and controls that limit access to information.

Backups are also an operational issue these are stores on separate hardware from the live versions of the information. Health and safety can be an operational issue. There are many regulations concerning health and safety. The Health & Safety (Display Screen Equipment) Regulations 1992 this is the minimum requirements for work stations and includes the extent to which employers must ensure that workstations meet the requirements laid down

in this schedules, the equipment, the environment and the interface between the computer and operator.

Another is the Management of Health & Safety At Work Regulations 1992 this is that every employer shall provide his employees with comprehensible and relevant information on the risks to their health and safety, the preventative and protective measures and the identity of the persons nominated by him in accordance with regulation. Another possible operational issue is organisation policies. These relate to the use of business information that can help make sure decisions affecting staff are understandable and consistent, they meet legal requirements, they take full account of their impact and they contribute to productive working relationships.

Manual Handling Training policies help make sure staff have guidance to help them comply with legislation. Business continuance plans can be an operational issue. These are the steps to make sure a company can survive a worst case scenario ensuring essential backups are kept. The business must consider natural disasters for example fires or floods or accidents for example malicious attacks or human error.

As a result of the plan employees may need to change the way they work for example instead of saving on the company hard drive they should save it to a USB or external hard drive. Costs to the business can be an operational issue. Many aspects of information can cost money; businesses must consider costs v benefits when deciding what policies to adopt and measures to take and whether the benefits are going to be worth the cost of it.

They must take into consideration the cost of development and the additional resources needed. Another possible operational issue is increasing sophistication. Increasing reliance on technology and increasing complexity of technology means employees need to be trained to use equipment and software required to do their job. Without training, staff might not record customer contact correctly or may miss out information making a new system less effective.