Store and retrieve information

Learning Outcome 1: Understand processes and procedures for storing and retrieving information

1. 1 – Explain the purpose of storing and retrieving required information The main purpose of storing information is for easy retrieval in the future when it is required. Storing certain information may be part of company policy. There will be procedures in place in order to make sure files are stored correctly and in line with data protection. Depending on the type of information, information can be stored in either filing cabinets or electronically. Depending on the nature of the business, different types of information will have to be stored, for example a legal practice needs information such as court papers and legal documents where as a car company may only need to keep a record of personal details.

Information about the company can be kept as well, highly confidential files related to the company or employees or customers / clients. So files have to be stored following all the confidentiality procedures and protected according to data protection act. The purpose of information retrieval is to provide quality service for the right person at the right time, with all the required information in hand. Only if data is stored in a procedural manner it can be easily retrieved. Information might be retrieved for marketing purposes, for communications with clients, for monitoring purposes, and other research that the business might conduct.

1. 2 – Describe different information systems and their main features The different information systems include filing cabinets where hard copies are stores or electronically where saved changes can be made and they can be

made safe with a password. The information in the filing cabinets is generally a paper based file, containing any original documents and copies of documents that have been used in a case.

The paper based file can hold private and confidential information including personal details so must be kept locked at all times with a log of which files have been removed from the filing cabinet. The information on an electronic file is a copy of the paper file, just on an electronic system generally password protects. The information stored can be easily shared between personnel in the company if required and any changes amendments can be easily changed, these files can read only if required so other personnel can't make any changes.

1. 3 – Explain the purpose of legal and organisational requirements for the security and confidentiality of information The purpose of both legal and organisational requirements for security of information is to keep the information confidential, and keep it safe. Legal requirements such as certain laws, e. g. The Data Protection Act, which means that all businesses or companies that deal with personal information have to follow certain rules about keeping the data safe. The purpose of having these laws is so there is a set procedure for all companies to follow making everything fair and easy to understand for everyone in that country.

In the instance where there has been a breach of security regarding personal information legal requirements also give steps and clear actions which can be taken in order to resolve the problem. Organisational requirements may also be used for the security and the confidentiality of information. For

example a business may have a certain way of dealing with paper files e. g. – locking them away in filing cabinets. These organisational requirements are used so everybody in the company has a uniform policy to follow regarding the information they use. This means that any breach is easily dealt with. Keeping a strict policy means all staff should know where how to use confidential information and how to deal with a misuse of the information.

1. 4 – Explain the purpose of confirming information to be stored and retrieved? Businesses can store a vast quantity of information that needs to be used on a day to day basis, storing the wrong information is a waste of company time and funds. Therefore the purpose of confirming the information to be stored would be to save employees time. For example a employee could be storing out of date data and information because they have not checked with a superior that they are storing correct data.

This takes up time that an employee could use constructively to help the business. Also data that is stored should also be checked regularly to make sure the information is up to date, e. g. client personal details are up to date. This could again save time when retrieving information because you are not looking up information that once retrieved will become useless. Also if a employee is asked to retrieve specific information and gathers incorrect information this is little help to the company and if used can make the company look unprofessional and incompetent.