

HOTEL OPERATION

LEARNING GUIDE#1

UNIT OF COMPETENCY- Migrate to New Technology

MODULE TITLE- Migrating to New Technology

LG CODE : CST HOP1 M20 0912

TTLM CODE : CST M020 0918

L01: Apply existing knowledge and techniques to technology and transfer

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 13.
3. Read the information written in the “Information Sheet 1” from page 3-5. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self Check - 1” in page 6.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work for self-check 1.
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Learning Activity #1.
7. Read the information written in the “Information Sheet 2” from page 7-9. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
8. Accomplish the “Self Check - 2” in page 10.
9. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work for self-check 2.
10. If you earned a satisfactory evaluation, congratulation you can proceed to next unit of competency. However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Learning Activity #2.
11. Read the information written in the “Information Sheet 3” from page 11-12. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
12. Accomplish the “Self Check - 3” in page 13.
13. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work for self-check 3.

Objectives of this Learning Guide.

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics,

- ☞ Apply existing knowledge and techniques to technology and transfer
- ☞ Apply functions of technology to assist in solving organizational problem
- ☞ Evaluate new or upgraded technology performance

Introduction

It is important to completely and thoroughly analyze existing technology, the new technology being implemented, and the strengths and weaknesses of each individual on the Information Systems staff. To determine the makeup of the Information Staff of the future: evaluate the new technology and the organization's needs; determine the organization chart for the new technology; determine the generic skills needed for each position; develop a job description for each "new" position; and identify the specific technical skills needed for each position. After developing a general timeline, the company must formed a migration team to help with the transition and to: help implement the new system; help determine the best set of procedures and policies; work with the existing staff to help them contribute to decisions; and train existing staff. The migration team was critically important to the success of company transition. The paper also provides guidance for selling the staff on the new technology; building the training plan (including an example training plan); and working with the transition. (SWc)

Information-Sheet-1**Lo1.** Apply existing knowledge and techniques to technology and transfer**Apply existing technology knowledge**

- Broad awareness of current technology trends and directions in the industry (e.g. systems/procedures, services, new developments, new protocols)
- Knowledge of vendor product directions
- Ability to locate appropriate sources of information regarding metal manufacturing and new technologies
- Current industry products/services, procedures and techniques with knowledge of general features
- Information gathering techniques to change existing technology
- Situations are identified where existing knowledge can be used as the basis for developing new skills.

How to transfer to new technology

Transition based on the following assumptions:

- Current staff had key soft I.S. skills such as: analysis, problem solving, etc.
- Current staff had key technical skills and could be trained to use new products.
- Current staff understood the basic principles of Information Systems.
- Current staff knew the business processes from a data movement perspective
- New or upgraded technology skills are acquired and used to enhance learning.
- New or upgraded equipment are identified, classified and used where appropriate, for the benefit of the organization.
- Developing a Plan

As with many major transitions, the key to success is planning.

- ✓ The first step in planning is analysis. You must completely and thoroughly analyze your existing technology and the technology you are planning to implement.
- ✓ Additionally you must analyze each individual on the Information Systems Staff. What are their current skills? What are their weaknesses? The more you know initially the easier it will be to develop a successful plan.
- ✓ This analysis will become key to the plan you will develop.
- ✓ The first step is to determine what the Information Staff of the future will be:
 - ❖ Evaluate the new technology and your needs.

- ❖ Determine the organization chart for the new technology.
- ❖ For each position determine the generic skills needed.
- ❖ Develop a job description for each "new" position.
- ❖ For each position determine the specific technical skills needed.

Self-check I	Written test
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I. Say true if the statement is correct and false if the statement is incorrect

1. Evaluating the new technology and the organization's needs is crucial in the process of technology migration.
2. In the process of technology migration broad awareness of current technology trends and directions in the industry may be important.
3. Working on the existing technology is better for ever than migrating to new technology
4. The technology, which is being used at the establishment, continues to grow older may strongly force to transfer new technology
5. Better technology is now available and it may be the time for you to move to a new technology.

II. Give short answer

Write and explain the assumptions that should be consider in transition of technology.

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LEARNING GUIDE#2

UNIT OF COMPETENCY- Migrate to New Technology

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L02: Apply functions of technology to assist in solving organizational problems

Information-Sheet 2

LO2- Apply functions of technology to assist in solving organizational problems

- ✓ The next step is to evaluate the existing staff and match each individual to the best potential position in the new organization.
 - ✓ Present the idea of an individualized transition plan to help staff transition to new technology.
 - ✓ Describe the key components of the transition plan:
 - ✓ The new position will have clear objectives to be met.
 - ✓ The plan will be task based and objective, not subjective.
 - ✓ The objectives will be identified at the start of the transition.
 - ✓ A plan will be put together with each individual.
 - ✓ An individual training program will be put together.
 - ✓ Staff will be given time to train and practice their new skills.
 - ✓ The transition plan will be phased with regular reviews along the way.
 - ✓ Testing of new or upgraded equipment is conducted according to the specification manual.
 - ✓ Features of new or upgraded equipment are applied within the organization
 - ✓ Features and functions of new or upgraded equipment is used for solving organizational problems
 - ✓ Sources of information is accessed and used relating to new or upgraded equipment
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- ✓ Begin an individualized Staff Development Plan for each staff member.
 - ✓ Determine your general timeline. When will the new computer systems be purchased and installed? How long will it take to move applications to the new systems? How will you handle the transition? Will you allow changes to existing (old) systems while you are in the process of migrating to new systems? What is your budget? You cannot expect a staff member to be making changes to an existing system, learning new technology and working on a new computer system all at the same time.
 - ✓ As you continue in your planning effort it may be necessary to adjust the timeline.
 - ✓ Based on a fairly short timeline, we determined the need for a "Migration Team".
 - ✓ We hired a group of consultants to help us with the transition for a period of one year.
 - ✓ The Migration Team was given the following objectives:

Self-check 2	Written test
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❖ Help us

implement the new systems.

- ❖ Help us determine the best set of procedures and policies for our new systems.
 - ❖ Work with the existing staff to help them contribute to the decisions for our new systems and new processes.
 - ❖ Train existing staff to be able to support the new systems after they leave.
- ✓ Migration Team was critically important to the success of our transition.
 - ✓ They become a true part of the Information Systems Team during this key timeframe.

i. Give short answer

1. Explain functions of technology for Establishments.
2. Can technology assist in solving organizational problems? How? Explain
3. Describe the key components of the transition plan
4. Explain the so called “Migration Team”
5. Write the importance of Migration Team in technology migration

HOTEL OPERATION

LEARNING GUIDE#3

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L03: Evaluate new or upgraded technology performance

- ✓ As time passes, it is necessary to review progress periodically.
- ✓ New or upgraded equipment is evaluated for performance, usability and against OHS standards.
- ✓ Environmental considerations are determined from new or upgraded equipment.
- ✓ Feedback is sought from users where appropriate.
- ✓ If your plan is clearly defined this will be easy to do. Are you still on target? Has the staff member been able to get the training promised? Has the staff member had the time to exercise their skills? Can the staff member do the objective tasks as defined in the plan? If the plan needs to be updated, do it.
- ✓ Don't be afraid to make appropriate changes. Of course this technology is not only new to the staff member, it is new to management too.
- ✓ If you discover something new, update the plans as quickly as possible.
- ✓ Be honest and up-front with your staff. You owe them praise when they do well. You also owe it to them to let them know if they're falling behind.
- ✓ Double check to see if you are giving them enough time to adjust to the new systems.
- ✓ Remember that you can't expect them to do two full-time jobs at once.
- ✓ If you want them to learn something new you must remove some of their old responsibilities.
- ✓ Don't forget to use the Migration Team to help with the transition.
- ✓ Make sure consultants aren't developing "on their own". Ask yourself, if the consultants were to leave tomorrow could the existing staff handle the job?
- ✓ Do a formal review at the end of each phase.
- ✓ Reward staff for their progress! You'll be surprised at how well people can learn new technology when you give them the opportunity to shine!

Self-check III	Written test
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Say true if the statement is correct and false if the statement is incorrect

1. Evaluating new or upgrading technology performance less important or it is time wastage
2. Technology evaluation is evaluating the performance, usability of technology against OHS standards.
3. Users Feedback has great contribution in evaluation of the new technology.
4. Technology is not only new to the lower staff
5. Environmental considerations should be non negotiable in migration to new technology and in performance evaluation.

Give Short answer

Deeply explain what does it mean environmental consideration developing, transferring and upgrading technology?

