**3.1** **I can review the benefits and drawbacks of IT tools and systems used in terms of productivity and efficiency**

There are numerous ways to improve efficiency when using IT tools and systems. For example, at work when I am researching what alternatives to products are available I will go directly to a supplier’s website to see what is available as this saves time, reduces communication difficulties and allows me to see an example of the product and its specifications. Furthermore I can copy the link of the webpage relating to the product and email to others such a manager/ procurement for further review.

Using email at work helps me to be more productive as it allows me to prioritise tasks for follow up and it helps to keep a record of any communication for future reference. I am also able to create folders in outlook that help store and categorize emails. Tools in Outlook such as flagging emails for follow up and the category tags help me to track important emails and makes emails easier to search.

At work we use Microsoft Teams for meetings. This has proved invaluable since the pandemic as social distancing requirements are in place and there are limits on how many people can be in a room. In addition my workplace is a big NHS trust with 4 hospital sites and additional satellite sites so it has cut down on travelling time and costs. Staff who have been working from home have also been able to utilise this tool meaning they have not been left out of meetings and updates that are essential for them to do the job.

My workplace has a comprehensive website that includes maps, contact numbers, information about each site as well as individual departments. This helps to cut down on calls to the switchboard and helps the website users save time and money as they do not have to make a call to the hospital.