**Activity 1: Key organisation areas**

For each industry video, use the table to make notes.

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| **Key questions** |  **Video 1** |  **Video 2** |  **Video 3** |  **Video 4** |
| Organisation:(Include whether private, public, voluntary and the size of the organisation) |  |  |  |  |
| Role: |  |  |  |  |
| Organisation area/type of business: |  |  |  |  |
| Describe the service(s) and/or product(s) they offer.(Include the model if known: B2C, B2B, B2M) |  |  |  |  |
| Describe the key areas of work in the role. |  |  |  |  |
| What impact do digital systems/tools have on the department/ organisation? |  |  |  |  |
| How are digital systems/tools used to support external stakeholders/ customers? |  |  |  |  |
| **Additional questions** |  **Video 1** |  **Video 2** |  **Video 3** |  **Video 4** |
| Where does the person work? Describe the physical location in the organisation. |  |  |  |  |
| Are they required to wear a uniform? |  |  |  |  |
| Do they require safety equipment or clothing to do their role? |  |  |  |  |
| Do they mention the use of Artificial Intelligence (AI), or other new technology, and if not, could you think of where it might be used? |  |  |  |  |
| Own notes: |  |  |  |  |