

## ICAS5203A

### Unit Descriptor

## Evaluate and select a web hosting service

This unit defines the competency required to evaluate and select an appropriate hosting service for current and future business needs.

The following units are linked and form an appropriate cluster:

ICAA5056A Prepare disaster recovery and contingency plans  
Support

### Unit Sector

### ELEMENT

### PERFORMANCE CRITERIA

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|--|---|
| 1. Select ISP based on selection criteria approved by the client | 1.1 Review comparable characteristics of a range of hosting services including web hosting facilities, data transfer, level of service, functionality, <i>hosting plans</i> and pricing plans<br>1.2 Review client usage and ensure that email and mailing list services are flexible enough to meet current and future business needs<br>1.3 Review support service standards to ensure they meet the needs of the business<br>1.4 Ensure internet service provider (ISP) hosting service has sufficient data capacity to cover partial outages<br>1.5 Determine availability of <i>security technologies</i><br>1.6 Determine availability of <i>scripting languages</i><br>1.7 Evaluate optional <i>server applications</i> for advanced web business functions<br>1.8 Confirm client selection criteria and select internet service provider (ISP) hosting service that best matches the criteria |
| 2. Ensure guarantee of permanent online presence                 | 2.1 Establish that the web hosting service has systems in place to monitor <i>server</i> performance and availability<br>2.2 Negotiate escalation procedures and performance standards with internet service provider<br>2.3 Establish that security and back-up procedures are articulated and meet business needs   |
| 3. Ensure that web host meets technical requirements             | 3.1 Take action to ensure that <i>operating system</i> supports the preferred business development software, applications, extensions and <i>databases</i><br>3.2 Establish that the web host <i>servers</i> support dynamic websites using the preferred business technologies<br>3.3 Establish that the web host provides current and future disk space requirements<br>3.4 Establish that the site analysis reports are available and flexible enough to meet business needs<br>3.5 Establish that the security systems and payment technologies meet business and customers expectations and requirements   |

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| 4. Performance is benchmarked and tested against specified criteria | 4.1 Test the performance of the ISP during on- and off-peak times and record outcomes  |
|   | 4.2 Establish that the email and mailing services have back-up procedures in place and are protected from damage, erasure or unwanted damage |
|   | 4.3 Take action to ensure support services perform in line with business needs   |

## KEY COMPETENCIES

The seven Key Competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance Level 1 at this level, the candidate is required to undertake tasks effectively

Performance Level 2 at this level, the candidate is required to manage tasks

Performance Level 3 at this level, the candidate is required to use concepts for evaluating and reshaping tasks

The following Key Competency levels have been considered within the structure of this unit's Performance Criteria.

Key Competency	Performance Level
Communicating ideas and information	2
Collecting analysing and organising information	3
Planning and organising activities	3
Working with others and in teams	2
Using mathematical ideas and techniques	2
Solving problems	2
Using technology	3

## RANGE STATEMENT

The Range Statement contextualises the unit of competency and provides a focus for assessment. The information provided is intended to define the scope of assessment and to assist assessors define the performance to be achieved by an individual in the workplace. The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Italicised wording in the Performance Criteria is detailed as follows.

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|---------------------|---|
| Server applications | May include file sharing, printer sharing, messaging, web services, network and remote access, database and data warehousing, directory services, management, line of business applications, terminal services. |
| Operating system    | May include but is not limited to Linux 7.0 or above, Windows 2000 or above, Apple OS X or above.   |

Servers	<p>May include:</p> <ul style="list-style-type: none"><li>• Apache HTTP server</li><li>• IBM VisualAge and WebSphere</li><li>• Microsoft-Internet-Information-Server</li><li>• NetDynamics</li><li>• Lotus Domino</li><li>• Netscape Enterprise server, Netscape-FastTrack, Netscape-Commerce</li><li>• Sun Microsystems iPlanet web server</li><li>• iPlanet-Enterprise</li><li>• Sun Microsystems Java web server</li><li>• Email servers</li><li>• FTP servers</li></ul>
Scripting languages	May include Pearl, VBscript, VB.Net Javascript, PHP, Python
Security technologies	May include secure socket layer (SSL), PKI, payment gateways
Hosting plans	May include disk storage, CGI access, scripts, POP accounts, dedicated servers, e-business hosting and co-location of servers
Databases	May include Oracle, PostegreSQL, Microsoft SQL Server, My SQL and SQL

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, required skills and knowledge, the Range Statement and the assessment guidelines for this Training Package.

<b>Critical aspects of evidence</b>	Assessment must confirm the ability to evaluate and select a web hosting service that meets the current and future needs of the business.
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**Knowledge and skills**

Knowledge includes:

- Internet security issues
- Server technologies
- Operating systems used by ISPs
- Customer and business needs and relationships
- Performance expectations from customers and end users
- Applying performance benchmarks

Skills include:

- Basic negotiation skills
- Analytical skills for determining appropriate pricing and services plan for the business
- Forward planning skills in relation to identifying future business needs

**Assessment guidance**

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.

Competency in this unit should to be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.

Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.

In the case of this unit, it could be assessed in a holistic manner with:

- ICAA5056A Prepare disaster recovery and contingency plans

**Resources**

To demonstrate competency in this unit the learner will require access to:

- Hosting plans, prices and service agreements
- Technology underpinning the ISP and services offered
- Business plan outlining future directions for the business

**Role context**

The effectiveness of an organisation's online presence is significantly determined by the quality, cost and features of the web hosting service provider or ISP. Web hosts often tailor their services to serve the needs of a particular type of client and the selection of an appropriate bundle of features and provider is an important decision for the organisation.

An individual demonstrating this competency would be able to take responsibility for comparing and evaluating ISP services

The breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination would be characteristic.

The demonstration of competency may also require self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.

Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.

An individual demonstrating this competency would be able to:

- Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- Analyse and plan approaches to technical problems or management requirements
- Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- Evaluate information, using it to forecast for planning or research purposes
- Take responsibility for own outputs in relation to broad quantity and quality parameters
- Take some responsibility for the achievement of group outcomes