Australian Government

Department of Education, Employment and Workplace Relations

ICAU5208B Use site server tools for transaction management

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICAU5208B Use site server tools for transaction management

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to use site server tools to build, host, track and monitor transactions on an e-business site.
	The following units are linked and form an appropriate cluster:
	• ICAD4198B Develop guidelines for uploading information to a website • ICAS5199B Manage business websites and servers • ICAS4201B Transfer content to a website using commercial packages • ICAS5203B Evaluate and select a web hosting service • ICAD4209B Write content for web pages
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Confirm task requirements	1.1. Confirm *task requirements*, features and functionality of site with *client* as required
	1.2. Confirm *platform* and/or *software* with reference to business systems
	1.3. Confirm the *integration requirements* of site with client
	1.4. Confirm standards relevant to the task and site functionality
	1.5. Document current and proposed configuration
	1.6. Document and validate client *task requirements*, performance criteria and scope of work with *client*
	1.7. Confirm available resources and budget with *client*
2. Select tools	2.1. Identify relevant site *server tools* with reference to requirements
	2.2. Review and evaluate tools with reference to task *requirements* and required site functionality
	2.3. Load and configure *server tools* according to vendor guidelines and client requirements
	2.4. Use *server tools* to test equipment
3. Use tools	3.1. Use *server tools* to maintain or update relevant functionality
	3.2. Coordinate and implement *procedures*
	3.3. Use *server tools* according to vendor guidelines to achieve relevant *task requirements*
4. Review server tools and task requirements	4.1. Monitor, analyse and evaluate organisational *procedures*
	4.2. Review site server configuration with reference to client *task requirements* and make adjustments to configuration
	4.3. Review *server tools* with reference to client *task requirements*
	4.4. Use *site analysis software* to validate server outcomes
	4.5. Create and use reports and other documentation for record keeping and auditing

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Evaluating and selecting products to suit a given business profile
- Use of site server tools associated with relevant site server
- Analysis of SQL

Required knowledge

- Business site features in relation to choice of tools
- Site building considerations in relation to new versus established business, B2B versus B2C
- The role of protocols in relation to features and functionality (e.g. HTTP, SMTP, FTP, HTTPS)
- Relevant tools and products in relation to site construction (e.g. SSJS, Java, JAP, Perl, Cold Fusion, ASP)
- Relevant security measures as required by site functionality (e.g. SSL, encryption, authentication, VPN, PPTP, SSH)
- Functions and features of tools relevant to HTTP servers as required (e.g. Apache, Netscape Communications Server, Microsoft IIS, IBM's Web-Sphere)
- Functions and features of tools relevant to search engines as required (e.g. Excite, Fulcrum Surfboard, ICE, MS Index Server)
- Functions and features of tools relevant to firewalls and proxy servers as required (e.g. Smoothwall, IP-Cop, AltaVista firewall, Guardian, Netscape Proxy Server, Microsoft ISA, Cisco PIX)

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • Assessment must confirm the ability to use website server tools to maintain expected business performance and technical standards in an e-business environment. To demonstrate competency in this unit the person will require access to: • Server hardware • Server tools • Existing e-business website
Context of and specific resources for assessment	Businesses increasingly rely on their networks and websites to move data, provide communication, and enable basic operations. As websites and computer technology become more integrated with business, system outages can seriously impact the bottom line. Website tools can help organisations monitor critical network and site resources and immediately detect system failures or performance problems. Site server tools enable the person to build, host, track and monitor transactions on an e-business site. 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

EVIDENCE GUIDE	
	equipment, services and techniques for self and others. Assessment must ensure: • 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.
Method of assessment	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 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.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAD4198B Develop guidelines for uploading

| Innovation and Business Skills Australia

EVIDENCE GUIDE	
	information to a website
	• ICAS5199B Manage business websites and servers
	• ICAS4201B Transfer content to a website using commercial packages
	• ICAS5203B Evaluate and select a web hosting service
	• ICAD4209B Write content for web pages
	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
	• Maintain knowledge of industry products and services

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Task requirements may be in relation to:	• building
	• database connectivity
	• hosting

RANGE STATEMENT	
	• customer tracking and profiling • payment and delivery systems • monitoring • ensuring secure transactions on an business site
Integration requirements may include but are not limited to:	• site server tools • hosting services • monitor transactions • data synchronisation • database implementation • migration
Platform may include but is not limited to:	• Linux • BSD • Windows servers WebSphere
Procedures may include:	• check points and sign-offs with documented procedures and templates • implementation of financial control mechanisms; communication with stakeholders • dispute resolution and modification procedures • processes for determining size and cost
Site analysis software may include:	• WebTrends Log Analyzer • Linkbot Pro • InContext WebAnalyzer • CyberSpyder • AccessWatch • WebCounter
Client may include but is not limited to:	• internal departments • external organisations • individual people • internal employees
Software may include but is not limited to:	• commercial software applications • organisation-specific software, packaged software, in-house or customised software
Server tools may include:	• server benchmark tools • disaster recovery tools • disk management tools • network management tools • security tools • storage and back-up tools

RANGE STATEMENT	
	• user management tools • development tools • purchasing and payment tools • maintenance tools

Unit Sector(s)

Unit sector	Use

Co-requisite units

Co-requisite units		

Competency field

Competency field	

Innovation and Business Skills Australia