



Australian Government

Department of Education, Employment and Workplace Relations

ICAWEB424A Evaluate and select a web hosting service

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICAI1 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate and select an appropriate hosting service for current and future business needs.

Application of the Unit

This unit applies to information technology (IT) personnel who take responsibility for comparing and evaluating internet service provider (ISP) services.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Select ISP	<p>1.1 Review comparable <i>characteristics</i> of a range of hosting services</p> <p>1.2 Review client usage and ensure that email and mailing list services are flexible enough to meet current and future business needs</p> <p>1.3 Review support service standards to ensure they meet business needs</p> <p>1.4 Ensure ISP hosting service has sufficient data capacity to cover partial outages</p> <p>1.5 Determine availability of <i>security technologies</i></p> <p>1.6 Determine availability of <i>scripting languages</i></p> <p>1.7 Evaluate optional <i>server applications</i> for advanced web business functions</p> <p>1.8 Confirm client selection criteria and select ISP hosting service that best matches the criteria</p>
2. Ensure guarantee of permanent online presence	<p>2.1 Establish that web-hosting service has systems in place to monitor <i>server</i> performance and availability</p> <p>2.2 Negotiate escalation procedures and performance standards with ISP</p> <p>2.3 Establish that security and backup procedures are articulated and meet business needs</p>
3. Ensure that web host meets technical requirements	<p>3.1 Take action to ensure that <i>operating system</i> supports the preferred business development software, applications, extensions and <i>databases</i></p> <p>3.2 Establish that web-host servers support dynamic websites using the preferred business technologies</p> <p>3.3 Establish that web host provides current and future disk space requirements</p> <p>3.4 Establish that site-analysis reports are available and flexible enough to meet business needs</p> <p>3.5 Establish that security systems and payment technologies meet business and customer expectations and requirements</p>
4. Benchmark performance and test against specified criteria	<p>4.1 Test performance of the ISP during on and off peak times and record outcomes</p> <p>4.2 Establish that email and mailing services have backup procedures in place and are protected from damage, erasure or unwanted damage</p>

	4.3 Take action to ensure support services perform according to business needs
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Required Skills and Knowledge

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

Required skills

- analytical skills to:
 - determine appropriate pricing and services plan for the business
 - evaluate and compare web-hosting services
- communications skills to:
 - establish client requirements
 - negotiate escalation procedures and performance standards with ISP
- numeracy skills to assess pricing plans
- planning skills to identify future business needs
- technical skills to assess security systems and technical requirements.

Required knowledge

- different web hosting service provision options and their scalability
- internet security issues
- operating systems used by ISPs
- performance expectations from customers and end users
- server technologies
- web hosting services and performance benchmarks.

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	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • assess client needs and select ISP that meets the current and future needs of the business • evaluate web hosting service: <ul style="list-style-type: none"> • ensure price meets client's budgetary requirements • ensure security systems and technical requirements of the business are met • monitor the performance of the ISP during on and off peak times.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • hosting plans, prices and service agreements • use of current technology underpinning the ISP and services offered • business plan outlining future directions for the business • appropriate learning and assessment support when required. <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of candidate: <ul style="list-style-type: none"> • evaluating web-hosting services • benchmarking and testing ISP • verbal or written questioning to assess candidate's knowledge of: <ul style="list-style-type: none"> • user requirements • criteria for selecting an ISP • review of reports prepared by candidate showing the results of ISP testing.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level,</p>

	<p>language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>
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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.

<i>Characteristics</i> may include:	<ul style="list-style-type: none"> • data transfer • functionality • hosting plans, such as: <ul style="list-style-type: none"> • common gateway interface (CGI) access • colocation of servers • dedicated servers • disk storage • ebusiness hosting • post office protocol (POP) accounts • scripts • level of service • pricing plans • web-hosting facilities.
<i>Security technologies</i> may include:	<ul style="list-style-type: none"> • payment gateways • public key infrastructure (PKI) • secure socket layer (SSL).
<i>Scripting languages</i> may include:	<ul style="list-style-type: none"> • Perl • PHP and Python • VB.NET • JavaScript • VBScript.
<i>Server applications</i> may include:	<ul style="list-style-type: none"> • database and data warehousing • directory services • file sharing • line-of-business applications • management • messaging • network and remote access • printer sharing • terminal services • web services.
<i>Server</i> may include:	<ul style="list-style-type: none"> • Apache HTTP server • email servers

	<ul style="list-style-type: none"> • FTP servers • IBM VisualAge and WebSphere • iPlanet-Enterprise • Lotus Domino • Microsoft Internet Information Server • NetDynamics • Netscape Enterprise server, Netscape-FastTrack, Netscape-Commerce • Sun Microsystems iPlanet web server • Sun Microsystems Java web server.
<i>Operating system</i> may include:	<ul style="list-style-type: none"> • Mac • Linux • Windows.
<i>Databases</i> may include:	<ul style="list-style-type: none"> • Microsoft SQL (MS SQL) server • MySQL • Oracle • Postgre Structured Query Language (Postgre SQL) • SQL.

Unit Sector(s)

Web