



Australian Government

Department of Education, Employment and Workplace Relations

ICAWEB509A Use site server tools for transaction management

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 use site server tools to build, host, track and monitor transactions on an ebusiness site.

Application of the Unit

This unit applies to those working in a web environment who are responsible for using site server tools to maintain the integrity of an ebusiness site.

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

Required Skills and Knowledge

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

Required skills

- analytical skills to evaluate and select products to suit a given business profile
- communication skills to:
 - communicate with clients
 - convey and clarify complex information
- literacy skills to:
 - interpret technical documentation, equipment manuals and specifications
 - write reports and related documentation
- planning and organisational skills to:
 - plan approaches to technical problems and management requirements
 - prioritise and monitor own work
- problem-solving skills to solve operational problems as they arise
- technical skills to:
 - analyse and interpret technical aspects of implementation
 - analyse structured query language (SQL)
 - select appropriate site server tools to meet required specifications
 - use site-analysis software
 - use site server tools associated with relevant site server.

Required knowledge

- business site features related to choice of tools
- functions and features of tools relevant to:
 - firewalls and proxy servers as required
 - hypertext transfer protocol (HTTP) servers as required
 - search engines as required
- security measures as required by site functionality
- tools and products in relation to site construction
- role of protocols related to features and functionality
- site-building considerations in relation to new versus established business.

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"> select and use appropriate website server tools to maintain expected business performance and technical standards in an ebusiness environment.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> appropriate learning and assessment support when required modified equipment for people with special needs server hardware site server tools currently used in industry existing ebusiness website business expectations brief appropriate standards and current legislation.
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"> verbal or written questioning to assess candidate's knowledge of functions and features of site server tools direct observation of candidate using site server tools to build, maintain and monitor transactions on an ebusiness site review of reports and documentation prepared by candidate.
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, 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>

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>Task requirements</i> may relate to:	<ul style="list-style-type: none"> • building • customer tracking and profiling • database connectivity • ensuring secure transactions on a business site • hosting • monitoring • payment and delivery systems.
<i>Client</i> may include:	<ul style="list-style-type: none"> • employees • external organisations • individuals • internal departments.
<i>Platform</i> may include:	<ul style="list-style-type: none"> • Berkeley Software Distribution (BSD) • Linux • Windows server's WebSphere.
<i>Software</i> may include:	<ul style="list-style-type: none"> • commercial software applications • in-house or customised software • organisation-specific software • packaged software.
<i>Integration requirements</i> may include:	<ul style="list-style-type: none"> • data synchronisation • database implementation • hosting services • migration • monitor transactions • site server tools.
<i>Server tools</i> may include:	<ul style="list-style-type: none"> • development • disaster recovery • disk management • firewalls • maintenance • network management • proxy servers • purchasing and payment • search engines

	<ul style="list-style-type: none"> • security • server benchmark • storage and backup • user management.
<i>Procedures</i> may include:	<ul style="list-style-type: none"> • check points and sign-offs with documented procedures and templates • dispute resolution and modification procedures • implementation of financial control mechanisms • communication with stakeholders • processes for determining size and cost.
<i>Site-analysis software</i> may include:	<ul style="list-style-type: none"> • AccessWatch • CyberSpyder • InContext WebAnalyzer • Linkbot Pro • WebCounter • WebTrends Log Analyzer.

Unit Sector(s)

Web