



Australian Government

ICTWEB450 Evaluate and select a web hosting service

Release: 1

ICTWEB450 Evaluate and select a web hosting service

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to determine a client's current and future internet service providers (ISPs) needs.

The unit applies to individuals working in Information and Communications Technology (ICT) who take responsibility for comparing and evaluating internet service provider (ISP) services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Web

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify requirements and select ISP	<ul style="list-style-type: none">1.1 Discuss and confirm web hosting service requirements and establish client selection criteria according to business and user needs1.2 Review client usage and confirm email services are compliant with business needs1.3 Review characteristics of different hosting services and assess compatibility with business needs1.4 Evaluate optional server applications for advanced web business functions1.5 Select ISP hosting service according to client selection criteria and business needs

ELEMENT	PERFORMANCE CRITERIA
2. Confirm web host meets technical requirements	<ul style="list-style-type: none">2.1 Confirm web-hosting service has server performance and availability monitoring systems in place2.2 Discuss and confirm escalation procedures and performance standards with ISP2.3 Establish security, backup and payment procedures and technologies according to business and customer expectations and requirements2.4 Confirm operating system supports preferred business development software, applications, extensions and databases2.5 Check and confirm web-host servers support dynamic websites on various browsers, devices and preferred business technologies2.6 Confirm site-analysis reports are available, flexible and meet business needs
3. Benchmark performance and test against specified criteria	<ul style="list-style-type: none">3.1 Test performance of web hosting service during on and off-peak times and document outcomes according to organisational procedures3.2 Confirm email and mailing services have backup procedures in place and are protected from damage, erasure and unwanted damage3.3 Confirm support services perform according to business needs3.4 Discuss and confirm performance of selected ISP against specified criteria and make required changes3.5 Obtain sign-off from required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none">• Reads and interprets specifications, computer program interface and documentation from a variety of sources and consolidates information
Writing	<ul style="list-style-type: none">• Prepares documentation expressing ideas and explores complex issues
Oral Communication	<ul style="list-style-type: none">• Confirms interpretation of all business requirements using listening and questioning techniques and uses detailed and clear language to address client and ISP personnel

SKILL	DESCRIPTION
Numeracy	<ul style="list-style-type: none">Estimates data storage requirements using mathematical formulas
Interact with others	<ul style="list-style-type: none">Selects and uses applicable conventions and protocols when communicating with clients and co-workers in a range of work contexts
Self-management	<ul style="list-style-type: none">Takes responsibility for planning, sequencing and prioritising tasks and own workload
Problem-solving	<ul style="list-style-type: none">Makes routine decisions and implements standard procedures for routine tasks, using formal decision-making processes for more complex and non-routine situationsAddresses less predictable problems and initiates standard procedures in response to these problems, applying problem-solving processes in determining a solution
Technology	<ul style="list-style-type: none">Uses familiar digital technologies and systems to access information, search and enter, data and code, present information and communicate with others, cognisant of data security and safety

Unit Mapping Information

Supersedes and is equivalent to ICTWEB424 Evaluate and select a web hosting service.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>