



Australian Government

ICTWEB404 Maintain website performance

Release: 1

ICTWEB404 Maintain website performance

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to ensure that a website maintains performance levels during peak traffic times, and full use access.

It applies to individuals who use planning and analytical skills to maintain and improve website performance.

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. Benchmark website performance	1.1 Review client performance expectations, from the specifications and business requirements 1.2 Test the administration and maintenance requirements, against the specifications and business requirements 1.3 Establish performance benchmarks, from the specifications and business requirements 1.4 Ensure that performance benchmarks are tested 1.5 Record measured performance benchmarks against the specifications
2. Track website	2.1 Measure actual website performance against performance

ELEMENT	PERFORMANCE CRITERIA
performance	benchmarks in key areas and record the outcomes 2.2 Establish policies and procedures for maintaining the stability of actions and processes related to the website 2.3 Identify faults, or suggest improvements, to the website 2.4 Implement improvements according to the business requirements and organisational policy, and procedures 2.5 Establish automatic fault reporting procedures and processes 2.6 Monitor and maintain website security measures 2.7 Implement administration and maintenance schedules 2.8 Establish preventative maintenance and administration indicators, and ensure that an alert system is enabled 2.9 Track user activities and make changes to policies or procedures, depending on the findings
3. Tune performance	3.1 Compare actual website performance against benchmarks over an appropriate period, and make changes based on inconsistencies 3.2 Record performance inconsistencies, and incorporate learning, into revised policy and procedures 3.3 Use diagnostic and software tools, to identify and correct, any website faults 3.4 Plan and action, preventative maintenance on a regular basis to ensure the continuous and consistent performance of the website 3.5 Complete and record the fault, correction and maintenance reports
4. Initiate and monitor performance improvement	4.1 Establish a mechanism for capturing client initiatives, to assist in identifying maintenance, or administration, or performance problems 4.2 Review the security tools, and procedures and conduct improvements, where necessary 4.3 Document and implement the maintenance schedules 4.4 Review the maintenance and administration documentation, according to policy and procedures, in order to identify areas for performance improvement 4.5 Update the website on a regular basis, including information, links, multimedia links, and back-end software 4.6 Provide a timely and appropriate response to the client

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2-1.3, 2.1-2.9, 3.1	Examines, constructs, organises and validates relationships between discrete, and interrelated, data and information
Writing	1.5, 2.2, 2.2, 2.9, 3.1, 3.2, 3.4, 3.5, 4.1-4.6	- Designs and develops, the procedural documents that convey critical performance information to end users - Modifies documents using on-going analysis of performance data and feedback - Prepares a well structure and cohesive document, that presents analysis of evidence and actions utilising the appropriate format, technical language, correct spelling and grammar
Numeracy	1.3, 1.5, 2.1, 3.1, 3.2, 3.5, 4.1, 4.4	Assigns a numerical value to performance requirements, and uses measurement data to inform decisions, track performance, and establish actions to be taken in relation to the required work task
Navigate the world of work	2.2, 2.4, 2.9, 3.2, 4.4	- Takes personal responsibility for following, explicit and implicit, organisational policies relevant to own work - Implements revisions to existing policies and procedures, or initiates new policies, relating to website use and performance for others
Interact with others	4.6	Selects and uses appropriate conventions and protocols, to communicate with others in a specific work context
Get the work done	1.1, 1.3, 1.4, 2.1, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 3.1, 3.3, 3.4, 4.1, 4.2, 4.3, 4.5	- Determines job specifications and requirements, and performs clearly defined tasks in a logical, systematic sequence - Uses analytical thinking and diagnostic processes - Understands the purposes, specific functions, and key features of common digital systems, tools and software, and operates them effectively

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWEB404 Maintain website performance	ICAWEB404A Maintain website performance	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTWEB404 Maintain website performance

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Performance Evidence

Evidence of the ability to:

- review and establish, website performance benchmarks
- ensure that the website meets specifications
- identify and rectify faults, where the performance is not met
- implement scheduled and non-scheduled maintenance
- effectively monitor, and tune, website performance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the process of maintaining a website performance including:
 - security issues
 - website server architecture (e.g. Linux, Windows, Unix)
 - website security protocols
 - workload (web traffic) metrics
- outline the business process design methodologies
- identify and describe legislation, regulations, and codes of practice as they relate to web performance, including:
 - codes of ethics
 - privacy
 - copyright
 - intellectual property.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the website technologies field of work, and include access to:

- web servers and websites
- the technical requirements
- web traffic diagnostic tools, including timing tools to gauge website response times
- the appropriate learning and assessment support, when required
- the relevant organisational policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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