



Australian Government

ICTWEB405 Monitor traffic and compile website traffic reports

Release: 1

ICTWEB405 Monitor traffic and compile website traffic reports

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 monitor website traffic and to compile traffic reports as specified.

It applies to individuals who are required to maintain websites.

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. Select web traffic monitoring tools	1.1 Identify and analyse the available site-analysis software, according to organisational requirements, and the website architecture 1.2 Choose and install the most suitable site-analysis software or internet service provider, according to the vendor requirements 1.3 Identify the required report options, according to organisational requirements and the website architecture 1.4 Develop a traffic monitoring program
2. Monitor web traffic	2.1 Specify the required traffic reports, according to information requirements 2.2 Generate the required traffic reports

ELEMENT	PERFORMANCE CRITERIA
	2.3 Analyse the reports, to identify improvements to the server and to site performance 2.4 Apply forecasting methodologies to predict traffic peaks
3. Make recommendations for improvements	3.1 Recommend any changes in hardware and software 3.2 Implement the changes, as directed 3.3 Continue the traffic monitoring program, as required

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	1.1, 1.3, 2.1, 2.3	Identify, analyse and evaluate, a range of organisational documents and technical information
Writing	1.4, 2.1-2.3, 3.1	- Constructs a data collection tool, incorporating the timelines and information to be collected - Prepares a technical report, using the appropriate punctuation, language and layout, in order to convey the results and recommendations of investigations
Numeracy	1.3, 1.4, 2.3, 2.4	Evaluates and presents, numerical and statistical data, to inform decisions and actions
Navigate the world of work	1.1, 1.3, 2.1	Takes personal responsibility for following explicit and implicit organisational requirements, relevant to own work
Interact with others	3.1, 3.2	Selects and uses the appropriate conventions and protocols, when communicating in a range of familiar work contexts
Get the work done	1.1, 1.2, 1.4, 2.2, 2.4, 3.1, 3.2, 3.3	- Determines job specifications and requirements, and performs clearly defined tasks in a logical, systematic sequence - Uses analytical thinking and diagnostic processes, to monitor the web server and site performance, and to suggest improvements - Understands the purposes, specific functions, and key features of common digital systems, tools and software, and operates them effectively to monitor website traffic

		to meet requirements
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWEB405 Monitor traffic and compile website traffic reports	ICAWEB405A Monitor traffic and compile website traffic reports	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 ICTWEB405 Monitor traffic and compile website traffic reports

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Performance Evidence

Evidence of the ability to:

- select and install the site-analysis software, or an internet service provider (ISP)
- monitor website traffic
- generate and analyse traffic reports
- recommend and implement changes, as required.

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 problems and challenges that arise with an organisation web site related to:
 - data queues and bottlenecks
 - website security
 - website copyright and intellectual property requirements
- identify and describe legislation, regulations, and the codes of practice as they relate to monitoring website traffic, including:
 - codes of ethics
 - privacy
- describe the process of monitoring website traffic, including:
 - functionality of network device drivers
 - functionality of network operating systems
 - queuing systems
 - website architecture
 - workload metrics
 - server design and functionality

- outline the features and functionality of commercially available:
 - log file analysis software
 - traffic tracking software
 - network device drivers
 - network operating systems
 - queuing systems.

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:

- analysis software
- the e-business website
- a web server

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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