



Australian Government

ICTWEB424 Evaluate and select a web hosting service

Release: 1

ICTWEB424 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 1.0.

Application

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

It applies to individuals working in information and communications technology (ICT) who take responsibility for comparing and evaluating internet service provider (ISP) services, and are technically adept and proficient communicators, with a broad knowledge of internet technologies.

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 the ISP	1.1 Review comparable characteristics of a range of hosting services 1.2 Review the client usage, and ensure that email and mailing list services are flexible enough, to meet current and future business needs 1.3 Review the support service standards, to ensure that they meet the business needs 1.4 Ensure that the ISP hosting service has sufficient data capacity to cover partial outages

ELEMENT	PERFORMANCE CRITERIA
	1.5 Determine the availability of security technologies 1.6 Determine the availability of scripting languages 1.7 Evaluate optional server applications for advanced web business functions 1.8 Confirm the client selection criteria, and select the ISP hosting service that best matches the criteria
2. Ensure guarantee of a permanent online presence	2.1 Establish that the web-hosting service has systems in place to monitor server performance and availability 2.2 Negotiate the escalation procedures and performance standards with the ISP 2.3 Establish that the security and backup procedures are articulated, and that they meet business needs
3. Ensure that the web host meets the technical requirements	3.1 Take action to ensure that the operating system supports the preferred business development software, applications, extensions and databases 3.2 Establish that the web-host servers support dynamic websites, using the preferred business technologies 3.3 Establish that the web host provides current, and future, disk space requirements 3.4 Establish that site-analysis reports are available, and are flexible enough to meet business needs 3.5 Establish that security systems and payment technologies, meet business and customer expectations, and requirements
4. Benchmark performance and test it against specified criteria	4.1 Test the performance of the ISP during on and off peak times, and record the outcomes 4.2 Establish that email and mailing services have backup procedures in place, and are protected from damage, erasure or unwanted damage 4.3 Take action to ensure that the support services perform according to business needs

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	1.1-1.8, 2.1, 3.1	Reads and interprets specifications, the computer program interface, and documentation from a variety of sources, and consolidates information to determine requirements
Writing	2.1-2.3, 3.5, 4.1	Prepares documentation expressing ideas, explores complex issues, and is constructed logically, succinctly and accurately
Oral Communication	2.2, 2.3	Uses listening and questioning skills to confirm understanding for all business requirements, participates in a verbal exchange of ideas/solutions, and uses appropriate, detailed and clear language to address client and ISP personnel
Numeracy	1.4	Uses mathematical formulas to estimate data storage requirements
Interact with others	2.2, 2.3	Selects and uses, the appropriate conventions and protocols, when communicating with clients and co-workers in a range of work contexts
Get the work done	1.1, 1.2, 1.4, 1.8, 2.1-2.3, 3.1-3.5, 4.1-4.3	- Takes responsibility for planning, sequencing and prioritising tasks and own workload, for efficiency and effective outcomes - Makes routine decisions and implements standard procedures for routine tasks, using formal decision-making processes for more complex and non-routine situations - Addresses less predictable problems and initiates standard procedures in response to these problems, applying problem-solving processes in determining a solution - 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

Code and title current version	Code and title previous version	Comments	Equivalence status

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ICTWEB424 Evaluate and select a web hosting service	ICAWEB424A Evaluate and select a web hosting service	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 ICTWEB424 Evaluate and select a web hosting service

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Performance Evidence

Evidence of the ability to:

- assess client needs for the current and future needs of the business
- select an internet service provider (ISP)
- evaluate the web hosting service by ensuring that:
 - the price meets the client's budgetary requirements
 - the security and technical requirements of the business are met
- comply with the client benchmarks, and test
- monitor the performance of the ISP during on and off peak times.

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:

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

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:

- hosting plans, prices and service agreements
- the current technology underpinning the ISP, and the services offered
- a business plan, outlining the future directions for the business.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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