



Australian Government

ICTWEB435 Maintain website performance

Release: 1

ICTWEB435 Maintain website performance

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 track and monitor website performance and confirm maintenance of performance levels during peak traffic times and full use access.

The unit 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, specifications and business requirements 1.2 Identify administration and maintenance requirements, against specifications and business requirements 1.3 Establish performance benchmarks, from specifications and business requirements 1.4 Test and record measured performance benchmarks against specifications
2. Track and tune website performance	2.1 Track user activities and compare actual website performance against performance benchmarks in key areas 2.2 Record and document performance inconsistencies and incorporate learning into revised policy and procedures

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify website faults and implement improvements using diagnostic and software tools according to organisational policies and procedures 2.4 Establish automatic fault reporting procedures and processes 2.5 Monitor and maintain website security measures 2.6 Document and implement administration and maintenance schedules 2.7 Complete and record fault, correction and maintenance reports
3. Initiate and monitor performance improvement	3.1 Plan and action, preventative maintenance and establish preventative indicators 3.2 Identify maintenance, administration and performance problems by establishing a client initiative capturing mechanism 3.3 Review maintenance and administration documentation, security tools and procedures, according to policy and procedures and conduct improvements 3.4 Update website, including information, links, multimedia links and back-end software 3.5 Confirm client performance expectations are met and respond to client

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
Numeracy	• Assigns numerical values to performance requirements, • Informs decisions, tracks performance and establishes actions to be taken in relation to required work task using measurement data to
Reading	• Examines, constructs, organises and validates relationships between discrete and interrelated, data and information
Writing	• Modifies documents using on-going analysis of performance data and feedback • Prepares a well-structured and cohesive document and presents analysis of evidence and actions using required format, technical language and spelling and grammar
Teamwork	• Communicates with others in a specific work context using required conventions and protocols

SKILL	DESCRIPTION
Self-management	• Takes personal responsibility for following, explicit and implicit, organisational policies applicable to own work
Technology	• Identifies and confirms purposes, specific functions and key features of common digital systems and tools

Unit Mapping Information

Supersedes and is equivalent to ICTWEB404 Maintain website performance.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTWEB435 Maintain website performance

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- track, tune and monitor performance of a website's performance according to client performance expectations, specifications and business requirements.

In the course of the above, the candidate must:

- identify and rectify faults using diagnostic and software tools, where performance is not met
- document faults identified and improvements made according to organisational policy and procedures
- implement scheduled and non-scheduled maintenance
- review and update documentation relating to maintenance and administration and security according to findings
- perform website updates.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- website performance maintenance process including:
 - security issues
 - website server architecture (e.g. Linux, Windows, Unix)
 - website security protocols
 - workload (web traffic) metrics
- business process design methodologies relevant to maintaining website performance
- performance benchmark testing techniques
- website improvement methods
- documentation techniques relevant to maintaining website performance

- security tools and procedures
- website administration techniques including updating website content and links
- organisational policies and procedures applicable to maintaining website performance.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- client specifications documentation
- web servers and websites
- required software, hardware and digital devices
- technical specifications
- web traffic diagnostic tools, including timing tools to gauge website response times
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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