



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	1.1 Discuss and confirm web hosting service requirements and establish client selection criteria according to business and user needs 1.2 Review client usage and confirm email services are compliant with business needs 1.3 Review characteristics of different hosting services and assess compatibility with business needs 1.4 Evaluate optional server applications for advanced web business functions 1.5 Select ISP hosting service according to client selection criteria and business needs

ELEMENT	PERFORMANCE CRITERIA
2. Confirm web host meets technical requirements	2.1 Confirm web-hosting service has server performance and availability monitoring systems in place 2.2 Discuss and confirm escalation procedures and performance standards with ISP 2.3 Establish security, backup and payment procedures and technologies according to business and customer expectations and requirements 2.4 Confirm operating system supports preferred business development software, applications, extensions and databases 2.5 Check and confirm web-host servers support dynamic websites on various browsers, devices and preferred business technologies 2.6 Confirm site-analysis reports are available, flexible and meet business needs
3. Benchmark performance and test against specified criteria	3.1 Test performance of web hosting service during on and off-peak times and document outcomes according to organisational procedures 3.2 Confirm email and mailing services have backup procedures in place and are protected from damage, erasure and unwanted damage 3.3 Confirm support services perform according to business needs 3.4 Discuss and confirm performance of selected ISP against specified criteria and make required changes 3.5 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	Reads and interprets specifications, computer program interface and documentation from a variety of sources and consolidates information
Writing	Prepares documentation expressing ideas and explores complex issues
Oral Communication	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	Estimates data storage requirements using mathematical formulas
Interact with others	Selects and uses applicable conventions and protocols when communicating with clients and co-workers in a range of work contexts
Self-management	Takes responsibility for planning, sequencing and prioritising tasks and own workload
Problem-solving	- 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
Technology	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>

Assessment Requirements for ICTWEB450 Evaluate and select a web hosting service

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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:

- evaluate and select a web hosting service according to business and user needs.

In the course of the above, the candidate must:

- assess client and business needs and establish selection criteria
- identify and evaluate a range of web hosting services
- confirm business and client budgetary, security and technical requirements are met
- test and benchmark web hosting service with client benchmarks
- obtain sign-off from required personnel.

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:

- different web hosting service provision options
- web hosting service characteristics including:
 - support service standards
 - data capacity
 - security technologies and procedures
 - scripting languages
 - performance monitoring systems
 - escalation procedures
 - back up procedures
 - payment procedures
- email and mailing list services

- a range of hosting services and their characteristics including support service standards, data capacity and availability of security technologies and server-side languages
- industry standard development software, applications, extensions and databases
- internet security issues
- operating systems used by ISPs
- server technologies
- documentation techniques used to evaluate and select a web hosting service
- web hosting services and performance benchmarks
- ISP performance testing methodologies
- organisational procedures applicable to selecting a web hosting service.

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:

- industry standard web hosting plans, prices and service agreements
- technology underpinning ISP and services offered
- a business plan outlining business requirements
- user requirements
- multiple browsers and devices
- site analysis reports
- required hardware, software and its components.

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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