



**Australian Government**

# **ICTWEB512 Administer business websites and servers**

**Release: 1**

# ICTWEB512 Administer business websites and servers

## 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 lead a strategic review, prepare a security plan and prepare for future growth of business websites and servers.

It applies to individuals working as multimedia developers, web strategists or project managers who provide technical advice, guidance and leadership when resolving specified problems. In some cases, they may have responsibility for the work output of others.

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. Maintain business website and contents        | <p>1.1 Establish personnel policy and procedures for managing access and changes to aspects of business website</p> <p>1.2 Design and start training program for teaching staff how to use procedures and policies as well as making changes to business website</p> <p>1.3 Evaluate and test site-analysis software on non-live server to verify features and functions are safe for use on live server</p> <p>1.4 Generate site summary reports in line with organisational quality management program or guidelines</p> <p>1.5 Review reports found to have generated security flaws</p> |

| ELEMENT                                  | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | 1.6 Check links for functionality and ongoing relevance<br>1.7 Modify web pages according to changing business requirements and analysis of site summary report<br>1.8 Maintain and debug database information according to site and information requirements                                                                                                                                                                                                          |
| 2. Maintain business security of website | 2.1 Establish security response procedure to control information placed on business website by developers, designers and end users<br>2.2 Develop security plan<br>2.3 Test site security according to organisational requirements of security plan<br>2.4 Maintain site security using information from security vendors and technical media outlets                                                                                                                  |
| 3. Monitor business website performance  | 3.1 Select server analysis tools with reference to organisational requirements and range of functionalities requiring monitoring<br>3.2 Determine business website load metrics and performance indicators in line with organisational requirements<br>3.3 Measure business website server performance with server analysis tools<br>3.4 Identify and document business options for performance improvement<br>3.5 Submit website server performance reports to client |
| 4. Undertake capacity planning           | 4.1 Determine future peak volumes by measuring page usage and volume access<br>4.2 Develop upgrade program to deal with increasing load and performance issues<br>4.3 Set performance benchmarks to take into consideration possible future scenarios for each load metric<br>4.4 Determine options for upgrade path for equipment needs based on research and business website performance growth forecasting                                                         |

## 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                    | 1.2-1.8, 2.3, 2.4, 3.1, 3.2, 3.4, 4.4                 | <ul style="list-style-type: none"> <li>Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Writing                    | 1.1, 1.2, 1.4, 1.7, 1.8, 2.1, 2.2, 3.4, 3.5, 4.2, 4.3 | <ul style="list-style-type: none"> <li>Accurately records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology</li> <li>Writes, edits and proofreads documents to ensure clarity of meaning, and accuracy and consistency of information</li> </ul>                                                                                                                                                                                                                                                                                                                |
| Oral Communication         | 1.2, 3.5                                              | <ul style="list-style-type: none"> <li>Facilitates training programs for staff by conveying requirements using clear and specific language</li> <li>Uses collaborative and inclusive techniques including active listening and questioning and reading of verbal and non-verbal signals to convey and clarify information and to confirm understanding</li> </ul>                                                                                                                                                                                                                                                                          |
| Numeracy                   | 3.2, 3.3, 4.1, 4.3                                    | <ul style="list-style-type: none"> <li>Performs mathematical calculations to check, analyse and confirm results of system tests</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Navigate the world of work | 1.1, 1.4, 2.1, 3.1                                    | <ul style="list-style-type: none"> <li>Takes full responsibility for following policies, procedures and legislative requirements, and identifies organisational implications of new legislation or regulation</li> <li>Contributes to roles and responsibilities of self and others</li> <li>Modifies or develops organisational policies and procedures to comply with legislative requirements and organisational goals</li> <li>Seeks to improve policies and procedures to better meet organisational goals</li> </ul>                                                                                                                 |
| Interact with others       | 3.5                                                   | <ul style="list-style-type: none"> <li>Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Get the work done          | 1.1-1.3, 1.6-1.8, 2.1-2.4, 3.1-3.3, 4.2-4.4           | <ul style="list-style-type: none"> <li>Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness</li> <li>Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities</li> <li>Applies systematic and analytical decision-making processes for complex and non-routine situations</li> <li>Investigates new and innovative ideas as a means to continuously improve work practices and processes through consultation and formal analytical thinking</li> </ul> |

## Unit Mapping Information

| <b>Code and title<br/>current<br/>version</b>                  | <b>Code and title<br/>previous<br/>version</b>                  | <b>Comments</b>                                             | <b>Equivalence<br/>status</b> |
|----------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------|-------------------------------|
| ICTWEB512<br>Administer<br>business<br>websites and<br>servers | ICAWEB512A<br>Administer<br>business<br>websites and<br>servers | Updated to<br>meet<br>Standards<br>for Training<br>Packages | Equivalent<br>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 ICTWEB512 Administer business websites and servers

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## Performance Evidence

Evidence of the ability to:

- evaluate and test site-analysis software
- test and maintain website security
- design and implement a staff website maintenance training program
- monitor website performance
- develop an upgrade program to cater for business website performance growth
- prepare documentation for:
  - security plan
  - training program
  - website server performance reports
- upgrade program.

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:

- explain the notion of bottlenecks in data flow and methods for correction
- outline electronic commerce modelling language (ECML)
- summarise queuing systems
- explain standard generalised markup language (SGML) and associated standards
- summarise user request classes
- outline the principles of website architecture
- summarise website security issues
- explain workload metrics.

## 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:

- site servers and web servers where tasks may be performed
- a business website
- site server and analysis software currently used in industry
- requirements and business planning documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

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