



Australian Government

ICTWEB523 Manage transactions using site server tools

Release: 1

ICTWEB523 Manage transactions using site server tools

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 use site server tools to host, track and monitor transactions on an e-business site.

It applies to individuals who work in a web environment and are responsible for using site server tools to maintain the integrity of an e-business site, applying detailed technical knowledge and highly developed analysis and interpretation skills.

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. Define and document task requirements	1.1 Identify and confirm task and integration requirements, features and functionality of site with required personnel 1.2 Confirm platform and software related to business systems 1.3 Determine standards applicable to task and site functionality 1.4 Document the organisations current and proposed configuration according to organisational procedures 1.5 Document and validate client task requirements, performance criteria and scope of work with required personnel 1.6 Confirm available resources and budget with the client

ELEMENT	PERFORMANCE CRITERIA
2. Select and use server tools	2.1 Identify applicable site server tools according to task requirements 2.2 Review and evaluate tools according to task and site functionality requirements 2.3 Load and configure server tools according to vendor guidelines and client requirements 2.4 Test equipment using server tools 2.5 Maintain or update required functionality using server tools 2.6 Complete required tasks using server tools according to vendor guidelines
3. Review server tools and task requirements	3.1 Monitor, analyse and evaluate organisational procedures 3.2 Review site server configuration and tools applicable to client task requirements and adjust as required 3.3 Validate server outcomes using site-analysis software 3.4 Create and use reports and other documentation according to organisational procedures

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	Accommodates business requirements by interpreting budgetary constraints and undertakes mathematical calculations with reference to available resources
Oral communication	Uses listening and questioning techniques to convey client requirements, and articulate complex information using specific language applicable to audience
Reading	Critically analyses complex documentation from a variety of sources and consolidates information applicable to specific criteria
Writing	Prepares reports and required documentation expressing ideas and scope of work, and correspondence for specific audiences according to organisational procedures
Teamwork	Builds strong relationships by collaborating with others and sharing information
Planning and organising	- Accepts responsibility for planning and sequencing complex tasks and workload - Negotiates key aspects with others, including required capabilities,

SKILL	DESCRIPTION
	- efficiencies and effectiveness - Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities
Problem solving	Applies systematic and analytical decision-making processes for complex situations
Self-management	- Takes responsibility for following policies, procedures, legislative requirements and industry standards - Modifies or develops organisational policies and procedures to comply with industry standards and organisation goals
Technology	- Uses and investigates new digital technologies and applications - Manages and manipulates data and communicates with others in a secure and stable digital environment

Unit Mapping Information

Supersedes and is equivalent to ICTWEB509 Use site server tools for transaction management.

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 ICTWEB523 Manage transactions using site server tools

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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:

- maintain and monitor transactions on an e-business site using at least three different site server tools.

In the course of the above, the candidate must:

- maintain expected business performance and technical standards in an e-business environment
- confirm transactions function on at least two different browsers and at least two different devices
- review e-business site procedures and task requirements.

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:

- integration requirements and different features and functionalities of sites
- legislative and organisational standards and requirements applicable to task requirements
- documentation processes
- vendor guidelines of site server tools
- e-business site procedures and requirements
- devices and equipment required for a business site
- configuration and validation techniques for site server tools
- functions and features of site server tools applicable to:
 - required firewalls and proxy servers
 - hypertext transfer protocol (HTTP) servers
 - search engines
- cyber security measures required for site

- tools and products required for site construction
- site-building considerations applicable to business.

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:

- server hardware
- industry standard site server tools
- an existing e-business website
- site-analysis software
- browsers and digital devices
- client and business expectations brief
- required standards and legislation.

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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