

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Web Support

Title	Maintain website performance
Code	107910L3
Range	This unit of competency applies to IT support personnel who are responsible to maintain the performance of the organisation's website. One of the tasks of website maintenance is to ensure the site is running at an optimal speed that can provide a good user experience to visitors and a successful website with business.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge for Maintain website performance <ul style="list-style-type: none"> • Possess good knowledge of various website performance testing tools, such as : Webpage analyser, Google's site tool and Google Page Speed, Yahoo's YSlow, etc. • Possess good knowledge of creating web contents • Possess basic knowledge of different web browsers • Possess good knowledge of the organisation basic network infrastructure • Possess good knowledge of the organisation website performance requirements 2. Maintain website performance <ul style="list-style-type: none"> • Work with supervisor and/or colleagues to identify the website response time required. Different types of responses for different types of contents • Verify the website performance using suitable performance testing/measuring tools • Study the website network and hosting server performance <ul style="list-style-type: none"> • If loading is high, consider off load some of the tasks from the server • If web server is hosted on a Cloud Server, consider using a different hosting service provider • Work with content developers to review and advice on some but not limited to the following: <ul style="list-style-type: none"> • Minimise size of webpage • Minimise the use of nested table • Avoid using oversized image file straight from camera. Resize image files to a match the purpose • Optimise programs, scripts and databases • Regularly run stress tests to ensure the performance of the website is within the organisation's standard • Document performance test results for reporting purpose 3. Exhibit professionalism <ul style="list-style-type: none"> • Possess quality of service attitude. Website performance affects the organisation image and business
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Work with supervisors or colleagues to identify the and formulate a performance standard for the organisation's website • Use performance measuring tools to determine the performance of the organisation website • Work with website developers to improve performance of the website to meet the organisation's performance requirement
Remark	