Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: Web Support

Title	Build simple web site using content management systems
Code	107911L3
Range	This unit of competency applies to IT personnel who are responsible for building a simple web site for the organisation. Most companies will want to have an Internet presence; having at least a simple web site and IT personnel are entrusted with building this web site. As Internet and web content management system (CMS) technologies are maturing, building web sites is almost as simple as creating "Office" documents. However, once the web site is built the IT personnel will need to provide tutorials to webpage designer on use of CMS editor to build webpages. This UoC assumes the web site is hosted by hosting service provider.
Level	3
Credit	3

Competency	Performance Requirements
	1. Knowledge for building simple web site using content management systems
	• Possess good communication and interpersonal skills
	• Possess good knowledge of web hosting concept and sourcing of hosting facilities
	• Possess detail knowledge of implementing web CMS systems
	• Possess detail knowledge of operating and administering the organisation's CMS
	• Possess basic knowledge of HTML
	• Possess some basic training skills
	2. Build simple web site using content management systems
	• Work with supervisor and other stakeholders to identify the website technical requirements from, such as:
	  • Type and usage of web site (dynamic, static, Internet store, etc.)
	  • Performance required (response time)
	  • Size of storage
	  • Network speed
	• Identify suitable web CMS and web hosting company (unless for the organisation use, taking into various factors, including:
	  • Prices
	  • Backup service
	  • Facilities offered (storage, network bandwidth, CPU speed, etc.)
	• Prepare purchasing document, in accordance with organisation procurement procedures, and recommendation for supervisor approval
	• Liaise with hosting service provider to setup DNS reference to the organisation's new web site and acquire hosting servers logon details to administer the CMS
	• Download and perform remote installation web CMS on hosting server
	• Access administrative functions of web CMS to perform following tasks:
	  • Upload and install a template for the website
	  • Upload company logo and other media (pictures and video) contents for the home page
	  • Edit the home page with CMS editor
	• Test the web site with different web browsers to ensure compatibility
	• Create login accounts and provide tutorial sessions for web designers to use the CMS editor to create web pages on the web site
	3. Exhibit professionalism
	• Be familiar with W3C web standards and ensure the CMS and web site are W3C compliant
	• Always look after the interest of the organisation when dealing with external parties

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Fully comprehend the requirements of the type of web site the organisation is building and acquire sufficient technical details to subscribe to a web hosting service • Install the CMS on the hosting server and be able to use the CMS editing tools to create the web site's home page that is compatible with common web browsers • Provide sufficient tutorial and assistance to web page designers that enable them to construct other web pages without any difficulties
Remark	