

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### Functional Area: Web Support

Title	Maintain website
Code	107912L3
Range	This unit of competency applies to IT personnel who are responsible to maintain the organisation's website. The website is the window of companies to the Internet world. It represents the organisation. Hence, it is essential to be always in operation and the contents are update without any embarrassing issues, such as customer cannot complete purchasing transaction or students cannot upload (hand in) projects or homework. This UoC concerned with the website maintenance of the content rather than the physical server which the website is hosted on.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for maintaining website:</p> <ul style="list-style-type: none"><li>• Possess interpersonal and coordination skills</li><li>• Possess basic knowledge of principles of website design and maintenance</li><li>• Possess good knowledge of creating web contents</li><li>• Possess basic knowledge of operating common web browsers</li><li>• Possess good knowledge of operating website testing tools</li><li>• Understand user feedbacks or complaints related to the website</li><li>• Understand the organisation's website performance requirements</li><li>• Possess basic knowledge of the organisation document standards and procedures</li></ul>

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### Functional Area: Web Support

Competency	<p>2. Maintain website</p> <ul style="list-style-type: none"> <li>• Coordinate with various parties in the organisation to implement new features, upload new contents to website</li> <li>• Create various channels to receive information related to the organisation’s website, included but not limited to the following:             <ul style="list-style-type: none"> <li>• Visitor feedbacks or user complaints</li> <li>• Results of website testing tools</li> <li>• Monitoring/log statistics</li> <li>• Alerts of website outage</li> </ul> </li> <li>• Periodically perform tests including but not limited to the following:             <ul style="list-style-type: none"> <li>• Access to the website is still possible</li> <li>• Web contents are compatible with different browsers and different clients (mobiles and desktops)</li> <li>• No broken links</li> <li>• Software are updated</li> <li>• Access and download speed</li> <li>• Functions/features are operational as expected, such as: checkout, blog, forum, registration, upload, download, etc.</li> </ul> </li> <li>• Correct or coordinate with appropriate parties to correct any detected issues and remove redundant contents</li> <li>• Collect visitor traffic statistic for security purpose and/or business use             <ul style="list-style-type: none"> <li>• Pages entered on and exited on</li> <li>• Time spent on the site</li> <li>• Bounce rate</li> <li>• Referring sites</li> <li>• Countries of visitors are from</li> </ul> </li> <li>• Use monitoring tools for “Reputation management” of the organisation’s name, brands and contents of the website appeared on the Internet, such as Google alert</li> <li>• Apply backup strategies:             <ul style="list-style-type: none"> <li>• Perform scheduled backups</li> <li>• Perform drills for recovery, in the event of website corruption</li> </ul> </li> <li>• Document and create reports that comply with the organisation’s standards and procedures for assisting website developers and management decision making</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Look after the interest and reputation of the organisation</li> <li>• Apply industry best practices and web technologies when maintaining website</li> <li>• Adhere to Intellectual Properties and copyright laws</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Use different tools to monitor and test organisation’s website</li> <li>• Liaise with appropriate parties to correct issues and ensure the website is fully functional, updated and tested with different browsers on different clients</li> <li>• Ensure the website is well backup according to the organisation’s planned schedules and can be recovered within the organisation standard</li> </ul>
Remark	