

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Hardware Architecture and Maintenance

Title	Manage and monitor the webpage server
Code	107227L3
Description	Provide immediate and comprehensive monitoring and solutions for possible server problems including too long response time or interruption of access during the server running. The problems may be caused by server crash and too high memory consumption.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Manage and monitor mainstream web servers</p> <ul style="list-style-type: none"> • Understand the management settings of the mainstream web server, such as Apache, IIS and so on • Assist in setting up web server monitoring and alerts, such as automated monitoring and unified monitoring, and pushing alert messages with different channels to the authorized persons • Understand the Simple Network Management Protocol (SNMP) for setup and use webpage server. • Assist in providing server performance data • Provide critical usability and performance data, analyse web server processing requests, network traffic, etc. • Monitor the status and performance of web pages or websites • In addition to monitoring the availability and operation of web servers, monitor the status and performance of individual website such as Page Load Time etc. • Assist in the preparation of reports and reports, and exporting various forms of documentation. • Analyse the server's problems and the causes of the problems. <p>2. Meet the needs of customer website management and monitoring</p> <ul style="list-style-type: none"> • Master the relevant server management technology and analysis of performance data to prevent the occurrence of the problems. • Provide information on the operation of the server to assist the relevant personnel to make more detailed analysis. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure effective management and monitoring of web servers • Ensure the operability, efficiency, reliability and manageability of the server.
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Understand the basic principles and settings of web server software management and monitoring • Master the main features of management for webserver software and ensure its operability, efficiency, reliability and manageability.
Remark	