

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Information Technology

Title	Manage and monitor the webpage server
Code	111407L3
Range	This unit of competency (UoC) is applicable to staff responsible for server maintenance in the retail industry. Practitioners have the ability to provide immediate and comprehensive monitoring and solutions for possible server problems.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of monitoring mainstream web servers</p> <ul style="list-style-type: none"> • Understand the management settings of the mainstream web server (e.g. Apache, IIS) • 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 authorised 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 (e.g. Page Load Time) • Prepare report forms and reports, and export them to various documentation • Analyse the server's problems, causes of the problems and repair methods (e.g. insert a flash drive into the server, and then start the server into repair mode) <p>2. Manage and monitor the webpage server</p> <ul style="list-style-type: none"> • Meet the needs of customer website management and monitoring <ul style="list-style-type: none"> ○ Master the relevant server management technology and collect performance data to prevent the occurrence of the problems ○ Provide information on the operation of the server to relevant personnel to make more detailed analysis <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • 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; and • Master the main features of management for webserver software and ensure its operability, efficiency, reliability and manageability.
Remark	This UoC is adopted from 107227L3.