

UAN:	Y/501/3999
Level:	3
Credit value:	18
GLH:	115
Aim:	This unit will enable the learner to monitor and control the operation of IT systems (stand-alone, peer-to-peer, client server wireless LAN). Learners will also gain knowledge of wide area, metropolitan and global networks.

Learning outcome
The learner will:
1. Be able to monitor and control the operation and performance of IT systems
Assessment criteria
The learner can:
1.1 use industry standard tools to monitor the operation and performance of IT systems
1.2 interpret the information provided by system monitoring tools
1.3 identify failures of IT systems to meet operational requirements and initiate required actions to remedy them
1.4 create and maintain operational records
1.5 know the relevant safety regulations for IT system operation.

Learning outcome
The learner will:
2. be able to recommend improvements in the use of IT systems
Assessment criteria
The learner can:
2.1 review customers' use of IT systems and assess the feasibility of potential improvements
2.2 make recommendations, including justifications, on improving the use of IT systems
2.3 explain the importance of presenting recommendations in a manner suited to the needs of the audience.

Learning outcome
The learner will: 3. Control the routine maintenance of IT systems and resources
Assessment criteria
The learner can: 3.1 create routine maintenance schedules that meet regulations and minimise disruption to system users 3.2 control the physical storage and issue of system media and documentation, including records of system maintenance 3.3 know what factors must be taken into account when scheduling maintenance 3.4 identify and quantify the consumable materials required to meet operational requirements 3.5 describe the environmental conditions that need to be taken into account when storing system media, documentation and consumable materials.

Learning outcome
The learner will: 4. Administer IT system resources and user profiles
Assessment criteria
The learner can: 4.1 design an efficient file storage structure 4.2 monitor and maintain file storage structures 4.3 monitor and configure networks and data communications 4.4 specify and control system backups 4.5 administer user profiles.