

Unit	IT & Telecom System Operation 2	
SSC Code	OPS2	
SQA Code	H39S 04	
SCQF Level	6	
SCQF Credit Value	12	
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Understand the technical architecture of an IT or Telecom system	1.1 Describe the technical architecture of the system 1.2 Describe the main physical and logical components of the system and their contribution to overall system functionality 1.3 Describe how system components are physically and logically interconnected 1.4 Describe the external connections of the system 1.5 Describe the facilities available for controlling and monitoring the operation of the system	
2. Understand the expected functionality and capacity of the system	2.1 Identify how the expected functionality and capacity of the system is specified 2.2 Interpret functionality and capacity specifications to derive qualitative and quantitative measures of system operation 2.3 Describe how control facilities can be used to optimise system performance 2.3 Describe how monitoring can be used to measure the qualitative and quantitative operation of the system 2.4 Identify any routine maintenance or replenishment required to maintain normal system operation	
3. Operate the system	3.1 Use available facilities to control system operation and optimise performance 3.2 Use monitoring facilities effectively to identify	

	<p>actual and potential deviations from normal system operation</p> <p>3.3 Check the validity of reported deviations from normal system operation</p> <p>3.4 Investigate identified and reported deviations to identify required corrective actions</p> <p>3.5 Ensure that system performance information is correctly recorded</p>
4. Carry out system maintenance	<p>4.1 Follow procedures to schedule maintenance or replenishment activities to minimise disruption to system operation</p> <p>4.2 Ensure that system users are promptly informed of changes to system availability or performance during maintenance activities</p> <p>4.3 Accurately keep records of maintenance and replenishment activities</p>
Additional information about the unit	
Guidance on approaches to assessment	<p><i>This unit must be assessed in the workplace.</i></p> <p>Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.</p>
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	<p>This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos</p>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK