

Unit	IT & Telecom System Operation 3	
SSC Code	OPS3	
SQA Code	H39W 04	
SCQF Level	7	
SCQF Credit Value	14	
Unit summary		
<b>Learning Outcomes</b> The learner will:	<b>Assessment Criteria</b>	
1. Understand the technical architecture of IT or Telecom systems	1.1 Explain the technical architecture of a system and describe alternative approaches 1.2 Explain the contribution to overall system functionality of the main physical and logical components of the system 1.3 Explain how system components can be physically and logically interconnected 1.4 Describe the external connections of the system and how they are used 1.5 Explain the facilities available for controlling and monitoring the operation of the system	
2. Understand how to specify system operation parameters	2.1 Explain how the expected functionality and capacity of the system has been specified 2.2 Explain how qualitative and quantitative measures of system operation have been derived from functionality and capacity specifications 2.3 Explain how the system can be controlled to optimise performance 2.4 Explain how monitoring can be used to measure the qualitative and quantitative operation of the system 2.5 Describe the routine maintenance or replenishment required to maintain normal system operation	

<p>3. Control the operation of the system</p>	<p>3.1 Select the control facilities to be used and document how they are to be used to optimise system operation</p> <p>3.2 Select the monitoring facilities to be used and document how they are to be used to identify actual and potential deviations from normal system operation</p> <p>3.3 Define and implement procedures to check the validity of reported deviations from normal system operation</p> <p>3.4 Define and implement procedures to investigate identified and reported deviations to identify required corrective actions</p> <p>3.5 Define the system performance information to be recorded</p>
<p>4. Control system maintenance</p>	<p>4.1 Define and implement procedures to schedule maintenance and replenishment activities to minimise disruption to system operation</p> <p>4.2 Define and implement procedures to ensure that maintenance activities are carried out safely and in accordance with relevant regulations</p> <p>4.3 Define and implement procedures to ensure that system users are promptly informed of changes to system availability or performance during maintenance activities</p> <p>4.4 Define the maintenance and replenishment information to be recorded</p>
<p>Additional information about the unit</p>	
<p>Guidance on approaches to assessment</p>	<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>
<p>Details of the relationship between the unit and relevant National Occupational Standards or other professional standards</p>	<p>This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from <a href="http://www.e-skills.com/nos">www.e-skills.com/nos</a></p>
<p>Location of the unit within the subject/sector classification system</p>	<p>IT Professional</p>

Name of the organisation submitting the unit	e-skills UK
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