Unit	**IT & Telecom System Management 3**
SSC Code	SM3
SQA Code	H3A0 04
SCQF Level	8
SCQF Credit Value	15
Unit summary	This is the ability to manage ICT systems to ensure that they deliver the required functionality and capacity. A system can be any combination of equipment, hardware and software. System management could involve changing system configuration to meet short-term fluctuations in demand (eg high numbers of calls to specific telephone numbers). It could also involve longer-term changes such as increasing resources (eg processing or storage capacity) to meet anticipated needs and taking account of advances in technology.

Learning Outcomes The learner will:	Assessment Criteria
1 Understand how to manage systems	1.1 Explain how to align system functionality with organisational objectives and customer needs 1.2 Explain the types of configuration and asset information associated with systems 1.3 Explain the types and applications of system management and monitoring tools
2 Review the functionality and management of systems	2.1 Evaluate the functionality of systems against organisational objectives and customer needs to identify possible improvements 2.2 Evaluate current system configuration and asset information to identify possible enhancements to performance and capacity 2.3 Assess current system management and monitoring tools, and their use, suggesting possible improvements 2.4 Review, and where necessary update, working procedures for system management 2.5 Evaluate the impact of regulatory requirements on

	system management
3 Manage systems	3.1 Select and implement configuration options to optimise system performance and capacity. 3.2 Ensure that changes made to system configurations are effective. 3.3 Recognise and resolve any system problems arising from configuration changes 3.4 Audit records of system configuration and asset information for completeness and accuracy 3.5 Evaluate potential risks, including security threats, to systems. 3.6 Contribute to the development of the organisation's system management strategy
Additional information about the unit	
Guidance on approaches to assessment	*This unit must be assessed in the workplace.* Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK