

Unit	IT & Telecom System Operation 1	
SSC Code	OPS1	
SQA Code	H39R 04	
SCQF Level	5	
SCQF Credit Value	9	
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Know the technical architecture of an IT or Telecom system	1.1 Outline the technical architecture of the system 1.2 List the main physical and logical components of the system 1.3 Identify how system components are physically and logically interconnected 1.4 Identify the external connections of the system 1.5 List the facilities available for monitoring the operation of the system	
2. Know the expected functionality and capacity of the system	2.1 State the qualitative and quantitative measures of system operation 2.2 Identify how the system can be controlled to optimise performance 2.3 Identify how monitoring can be used to measure the qualitative and quantitative operation of the system 2.4 List any routine maintenance or replenishment required to maintain normal system operation	
3. Assist with the operation of the system	3.1 Use specified control facilities correctly to optimise system performance 3.2 Use specified monitoring facilities effectively to identify deviations from normal system operation 3.3 Promptly report deviations for further investigation 3.4 Correctly record specified system performance	

	information
4. Assist with system maintenance	<p>4.1 Perform specified maintenance activities safely following applicable procedures and regulations</p> <p>4.2 Accurately keep records of specified maintenance and replenishment activities</p>
Additional information about the unit	
Guidance on approaches to assessment	<i>This unit must be assessed in the workplace.</i> 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