Unit	**IT & Telecom System Management 1**
SSC Code	SM1
SQA Code	H39X 04
SCQF Level	5
SCQF Credit Value	7
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 Know how to administer systems	1.1 State the functionality of a specified system. 1.2 Identify the components of a specified system 1.3 Identify what system configuration and component asset information is to be recorded and stored 1.4 State how system configuration and component asset information is recorded and stored 1.5 Describe the purpose and use of system management tools. 1.6 State the importance of following product specifications and meeting customer requirements when administering systems. 1.7 Describe the importance of security when administering systems.
2 Be able to administer a system under direction	2.1 Make specified changes to the system configuration 2.2 Follow relevant procedures, including health and

	safety, when configuring systems.
	2.3 Confirm that changes made to system configuration are effective.
	2.4 Gather and record asset and configuration information for specified items.
3 Know how to minimise risks when administering systems	3.1 Describe how to minimise data loss and corruption when administering systems
	3.2 State how to minimise the impact on system users when making changes to system configuration

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