

Unit	<b>IT &amp; Telecom System Management 2</b>	
SSC Code	SM2	
SQA Code	H39Y 04	
SCQF Level	6	
SCQF Credit Value	12	
Unit summary	<p>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.</p> <p>System management could involve changing system configuration to meet short-term fluctuations in demand (eg high numbers of calls to specific telephone numbers).</p> <p>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.</p>	
Learning Outcomes The learner will:	Assessment Criteria	
1 Understand how to manage a system	<p>1.1 Explain the functionality of a specified system</p> <p>1.2 Describe the components of a specified system and the asset information associated with them</p> <p>1.3 Describe how system configuration and component asset information is recorded and stored</p> <p>1.4 Identify system management tools and describe how they are used</p> <p>1.5 Describe the importance of following product specifications and meeting customer requirements when managing systems.</p> <p>1.6 Explain the importance of security when managing</p>	

	<p>systems.</p> <p>1.7 Describe how available options for system management affect performance and capacity.</p>
<p>2 Manage a system under direction</p>	<p>2.1 Plan the implementation of system changes following organisational procedures.</p> <p>2.2 Implement configuration options to improve system performance and capacity.</p> <p>2.3 Implement changes to system configuration following organisational procedures.</p> <p>2.4 Confirm that changes made to system configurations are effective.</p> <p>2.5 Recognise and resolve or escalate any system problems arising from configuration changes</p> <p>2.6 Record all relevant asset and configuration information</p>
<p>3 Understand how to minimise risks when managing a system</p>	<p>3.1 Explain how to minimise data loss and corruption when managing systems.</p> <p>3.2 Describe how to minimise the impact on system users when making changes to system configuration</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 <a href="http://www.e-skills.com/nos">www.e-skills.com/nos</a></p>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK