OCR
Oxford Cambridge and RSA

Unit Title:	**System management**
OCR unit number:	23
Unit reference number:	Y/500/7331
Level:	2
Credit value:	6
Guided learning hours:	55

Evidence for this unit can only be achieved through actual work in a work environment. Simulation is not permissible for any competence based unit.

Unit aim

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 will involve changing system configuration to meet short-term fluctuations in demand (e.g. high numbers of calls to specific telephone numbers).

It will also involve longer-term changes such as increasing resources (e.g. processing or storage capacity) to meet anticipated needs, taking account of advances in technology.

A competent person at Level 2 can assist in administering a system.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills

The Learner will:
1 Know how to assist in administering a system
	The Learner can:
	1.1 Describe how to use specified system configuration facilities
	1.2 Explain what ICT asset and configuration information is to be recorded such as:
	• physical attributes (e.g. manufacturer, type, revision, serial number, location, value);
	• configuration (e.g. physical and logical addresses, options set, connections)
		• what system management is and what it involves e.g.:
		  - hardware inventories
		  - server availability monitoring and metrics
		  - software inventory and installation
		  - anti-virus and anti-malware management
		  - user's activities monitoring.
		  - capacity monitoring
		  - security management
		  - storage management
		  - network capacity and utilization monitoring
		  - anti-manipulation management
		• what and how to record information relating to system management

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
2 Change system configurations	2.1 Make specified changes to system configuration 2.2 Gather and record ICT asset and configuration information for specified items	• how to make changes to a system's configuration e.g.: - adding/removing hardware - adding/removing software - changing security settings - adding/removing storage capacity

Assessment

It is the assessor's role to satisfy themselves that evidence is available for all performance, knowledge and evidence requirements before they can decide that a candidate has finished a unit. Where performance and knowledge requirements allow evidence to be generated by other methods, for example by questioning the candidate, assessors must be satisfied that the candidate will be competent under these conditions or in these types of situations in the workplace in the future. Evidence of questions must include a written account of the question and the candidate's response. Observations and/or witness testimonies must be detailed and put the evidence into context i.e. the purpose of the work etc.

In addition to the recognition of other qualifications, candidates may claim accreditation of prior achievement for any of the elements assessment criteria or complete units of competence, as long as the evidence fully meets the criteria and the candidate can prove that it is all their own work. It is important also that assessors are convinced that the competence claimed is still current. If the assessors have some doubts, they should take steps to assess the candidate's competence directly. An initial assessment of candidates is recommended.

All the learning outcomes and assessment criteria must be clearly evidenced in the submitted work, which is externally moderated by OCR.

Results will be Pass or Fail.

Guidance on assessment

Evidence can reflect how the candidate carried out the process or it can be the product of a candidate's work or a product relating to the candidate's competence.

For example: The process that the candidate carries out could be recorded in a detailed personal statement or witness testimony. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the unit.

Questioning the candidate is normally an ongoing part of the assessment process, and is necessary to:

• test a candidate's knowledge of facts and procedures

• check if a candidate understands principles and theories *and*

• collect information on the type and purpose of the processes a candidate has gone through

• candidate responses must be recorded

It is difficult to give a detailed answer to how much evidence is required as it depends on the type of evidence collected and the judgement of assessors. The main principles, however, are as follows: for a candidate to be judged competent in a unit, the evidence presented must satisfy:

- all the items listed, in the section 'Learning Outcomes'

- all the areas in the section 'Assessment Criteria'

The quality and breadth of evidence provided should determine whether an assessor is confident that a candidate is competent or not. Assessors must be convinced that candidates working on their own can work independently to the required standard.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' on the OCR website www.ocr.org.uk .