



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

Candidates undertaking this unit must complete real work activities in a work environment. Simulation is only allowed in exceptional circumstances (please refer to the centre handbook for further details).

Unit purpose and 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.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Know how to assist in administering a system</p>	<p>The Learner can:</p> <p>1.1 Describe how to use specified system configuration facilities</p> <p>1.2 Explain what ICT asset and configuration information is to be recorded such as:</p> <ul style="list-style-type: none"> • physical attributes (e.g. manufacturer, type, revision, serial number, location, value); • configuration (e.g. physical and logical addresses, options set, connections) 	<p>Candidates must have an understanding of what system management is and what it involves i.e.:</p> <ul style="list-style-type: none"> • 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 <p>They must have an understanding of what and how to record information relating to system management.</p>

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	Candidates must be able to make changes to a system's configuration eg: <ul style="list-style-type: none"> • adding/removing hardware • adding/removing software • changing security settings • adding/removing storage capacity

Assessment

Candidates undertaking this unit must complete real work activities in order to produce evidence to demonstrate they are occupationally competent. Real work is where the candidate is engaged in activities that contribute to the aims of the organisation by whom they are employed, for example in paid employment or working in a voluntary capacity.

Simulation is only allowed for aspects of units when a candidate is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise. When simulation is used, assessors must be confident that the simulation replicates the workplace to such an extent that candidates will be able to fully transfer their occupational competence to the workplace and real situations.

Internal quality assurance personnel must agree the use of simulated activities before they take place and must sample all evidence produced through simulated activities.

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 ie the purpose of the work etc.

All of the assessment criteria in the unit must be achieved and clearly evidenced in the submitted work, which is externally assessed by OCR.

Evidence for the knowledge must be explicitly presented and not implied through other forms of evidence.

Evidence requirements

All aspects of the assessment criteria must be covered and evidence must be available that shows where and how the assessment criteria have been achieved.

Assessment Criterion 1

Candidates must provide a report describing the system configuration facilities that are available, their purpose and how they are used.

For a given system configuration, they must explain what asset and configuration need to be recorded.

Assessment Criterion 2

Candidates must provide evidence of making at least two changes to a system configuration. One should be hardware related and the other software related. Their evidence will include a detailed explanation of what they did with supporting evidence such as recording documentation and/or screenshots.

Candidates must gather and record asset and configuration information for at least 4 different items of the system. The evidence will be copies of the recording documentation.

Candidates are encouraged to choose activities which will allow them to cover all or a majority of the criteria at one time. It is not necessary to use different activities for each element of the criterion.

Guidance on assessment and evidence requirements

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*' (A850) on the OCR website www.ocr.org.uk .