NATIONAL SKILLS QUALIFICATIONS

LEVEL: 2

TITLE:

DIGITAL SERVICE OPERATIONS

YEAR:

NATIONAL SKILLS QUALIFICATION

QCF LEVEL 2 - DIGITAL SERVICE OPERATION

GENERAL INFORMATION

QUALIFICATION PURPOSE

This qualification is aimed at developing and certifying competence in Digital Service Operations, resulting in increased capacity for working as an entry-level Digital Service Operator. The focus is on generic knowledge, language training, personal development and workplace experience.

QUALIFICATION OBJECTIVES

To achieve this qualification, the operator should be able to:

- Demonstrate the knowledge of Web client-side technologies.
- Understand the fundamentals of Content Management Systems
- Understand the fundamentals of Transactions Management
- Demonstrate the knowledge of Basic Digital Marketing
- Understand the fundamentals of e-Commerce Analytics.
- Understand the fundamentals of Cyber Security
- Understand the fundamentals of e-payment.
- Understand the fundamentals of Logistics Management Fundamentals

Mandatory Units

S/No	Reference Number	NOS Title	Credit	Guided	Remark
/Unit No			Value	Learning	
				Hours	
1	ICT/DSO/2/001	Occupational Health and	2	20	Level 2
		Safety			
2		Communication in	2	20	Level 2
	ICT/DSO/2/002	Digital Service			
		Operation			
3	ICT/DSO/2/004	Content Management	4	40	Level 2
		Systems I			
4	ICT/DSO/2/005	Transactions	4	40	Level 2
		Management I			
5	ICT/DSO/2/006	Introduction to Cyber	4	40	Level 2
		Security			
6	ICT/DSO/2/007	Fundamentals of e-	3	30	Level 2
		payment			
7	ICT/DSO/2/008	Logistics Management	3	30	Level 2
		Fundamentals			
	TOTAI		22	220	

Optional Units

S/No	Reference Number	NOS Title	Credit	Guided	Remark
/Unit No			Value	Learning	
				Hours	
8		Introduction to Web	3	30	Level 2
	ICT/DSO/2/003	Client-Side			
		Technologies			
9	ICT/DSO/2/009	e-Commerce Analytics	3	30	Level 2
10	ICT/DSO/2/010	Fundamentals of Digital	2	20	Level 2
		Marketing			
	TOTAI	_	8	80	

GUIDE

Unit title	Provides a clear explanation of the content
	of the unit.
Unit number	The unique number assigned to the unit.
Unit reference	The unique reference number given to
	each unit at qualification approval by
	NBTE
Unit level	Denotes the level of the unit within the
	National Vocational Qualification
	framework NVQF.
Unit credit value	The value that has been given to the unit
	based on the expected learning time for an
	average learner.
	1 credit = 10 learning hours
Unit aim	Provides a brief outline of the unit content.
Learning outcome	A statement of what a learner will know,
	understand or be able to do, as a result of a
	process of learning.
Assessment criteria	A description of the requirements a learner
	must achieve to demonstrate that a
	learning outcome has been met.
Unit assessment guidance	Any additional guidance provided to
	support the assessment of the unit.
Unit guided learning hours	The average number of hours of
	supervised or directed study
	time or assessment required to achieve a
	qualification or unit of a qualification.

Qualification: DIGITAL SERVICE OPERATIONS

QCF level: 2

Credit value: 30

Guided learning hours: 300

Level Purpose:

At the end of the Units within, the Learner should be able to:

- 1. Understand the importance of Communication and Team-work at the workplace;
- 2. Know basic health and safety requirements in a workplace
- 3. Demonstrate an understanding of web client-side technologies
- 4. Understand the concepts and usage of content management systems and should be able to deploy a simple website with a content management system.
- 5. Understand the basic concepts and principles of electronic transactions and electronic transactions processing and should be able to perform a simple basic electronic transaction.
- 6. Understand the fundamentals of digital marketing, its uses, applications, methodologies employed and tools used.
- 7. Exhibit understanding at a minimum of concepts, tools, ethics and procedures of e-commerce analytics.
- 8. Demonstrate understanding of cyber security concepts and the various applicable technologies in this area.
- 9. Demonstrate an understanding of the fundamental concepts and technologies in e-Payments, e-Payment systems as well as security and ethical issues.
- 10. Demonstrate an understanding of logistics as it relates to management information systems including the design concepts.

Level assessment requirements/evidence requirements

There are eight (8) mandatory units (i.e. Units 1, 2, 4, 5, 6, 7, 8) and three (3) optional units (i.e. units 3, 9, 10) in this level to enable the learner to qualify for QCF Level 2 in Digital Service Operation.

The evidence required in this level includes:

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

Unit1: OCCUPATIONAL HEALTH AND SAFETY

Unit reference number: ICT/DSO/2/001

QCF level: 2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit specifies the competencies required to demonstrate understanding of safe work practices. It involves learning about workplace safety, correct use of signs and symbols, identifying and reducing risks of hazards in the work environment and knowing how to protect self from the effects of gaseous, liquid and solid substances;

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

UNIT 01: OCCUPATIONAL HEALTH AND SAFETY

LEARNING		PERFORMANCE CRITERIA	Evidence	Evic	lence
OBJECTIVE			Type	Ref.	Page
(LO)				No.	
,		The learner can:			
The learner will:		The learner can:			
LO 1:	1.1	Explain safe work practice and instructions			
Demonstrate Safe	1.2	Identify safety signs and symbol			
working Practices	1.3	Use signs and symbols correctly			
and Instructions	1.4	Carry out safe work practices and instructions			
	1.5	Work in accordance with health and safety best practices			
LO 2:	2.1	Identify work environment hazards			
	2.2	State methods to reduce the			
Demonstrate	2.2	risk of these hazards			
Understanding of	2.3	Identify Personal Protection Equipment (PPE)			
Safety Hazards and		Eg: Goggles, Gloves etc.			
risks	2.3	State methods to resolve an			
LO 3:	3.1	occurring environmental hazard Identify basic first aid			
Lo 3.	3.1	equipment			
	3.2	State how to maintain hygienic,			
Possess the ability	2.2	safe and secure workplace.			
to take appropriate	3.3	State the uses of safety equipment in a workplace as			
actions during		required.			
accident/injury					
LO 4:	4.1	Use safe access and exit			
	4.2	routes in the work environment Dispose all wastes appropriately to			
Demonstrate safe	4.2				
work habit and		designated waste facilities			
	4.3	Explain methods of resource			
clean work		conservation (e.g. Water, Energy			
environment		etc)			

Learners Signature:	Date:
Assessors Signature:	Date:

EQA Signature (if sampled)	Date:
IQA Signature (if sampled)	Date:

Unit 2: COMMUNICATION AND INTERPERSONAL SKILLS

Unit reference number: ICT/DSO/2/002

QCF level: 2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit specifies the competencies required to demonstrate good communication and interpersonal skills. It involves the ability to read and understand documented instructions and the ability to know how to communicate respectfully when in a bad mood or under pressure;

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

UNIT 02: COMMUNICATIONS AND INTERPERSONAL SKILL

LEARNING		PERFORMANCE CRITERIA	Evidence	E	vide	ence
OBJECTIVE			Type	R	ef.	Page
(LO)				N	0.	
		The learner can:				
The learner						
will:						
LO 1:	1.1	State reasons why good communication is important				
Demonstrate	1.2	List ways to communicate effectively				
knowledge of	1.3	Exhibit patience and a mild demeanour while communicating				
the importance		with colleagues, managers and clients				
of good	1.4	Speak in a respectful manner				
communication	1.5	Use respectful body language				
	1.6	Interpret verbal communication accurately				
LO 2:	2.1	Read and accurately follow steps in a an instruction manual pertaining to any of the units in this course				
ability to	2.2	Document information in the				
document and		workplace (Eg: Receipt, Invoices, Reports)				
follow	2.3	Document Errors, solution, processes and reports				
documented						
instructions						

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 3: INTRODUCTION TO WEB CLIENT-SIDE TECHNOLOGIES (HTML, CSS, JAVASCRIPT)

Unit reference number	Unit reference number: ICT/DSO/2/003 QCF level: 2 Credit value: 3 Guided learning hours: 30			
QCF level:		2		
Credit value:	3			
Guided learning hours:		30		

Unit Purpose:

This unit standard specifies the competencies required to understand basic web development technologies or rather known as front-end development. Activities in this unit include identification of appropriate conventions for each technology, designing basic websites and troubleshooting.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learning outcome) Crite		come) Criteria:-	Ev	iden	ce T	ype		nce l numl	
LO 1	1.1	Define Hypertext Markup							
Demonstrate		Language (HTML) and its role in creating web documents							

Basic Skills in	1.2	Explain the Document Object				
HTML		Model (DOM)				
	1.3	Identify modern conventions				
		used in HTML Documents				
	1.4	Describe HTML tags and				
		HTML attributes				
	1.5	Explain the structure of a basic				
		html document				
	1.6	Create a basic 3-page static				
		website with mixed content				
LO 2	2.1	Define Cascading Style-sheets				
Domonotroto		and its role in a html document				
Demonstrate	2.2	Explain the concept DOM				
Basic knowledge of CSS		selectors				
01 033	2.3	Show different ways of				
		applying CSS rules to a HTML				
		document e.g. inline CSS,				
		linking of style-sheet document				
		etc				
	2.4	Identify sources of CSS				
		templates				
	2.5	Design the structure of a web				
		page with CSS				
LO 3						
Understand Basic	3.1	Define the term client-side				
JavaScript		scripting				
Concepts	3.2	Outline the significance of				
Concepts		client-side scripting in HTML				
		web pages				
	3.3	Describe schemes of				
		integrating JavaScript into				
		HTML documents				
	3.4	Explain what is meant by DOM				
		manipulation of JavaScript				
1		1	 			

	3.5	Explain the terms: variables, function and objects.					
LO 4		J					
	4.1	Show JavaScript integration					
Demonstrate		within a HTML document					
Knowledge of	4.2	Show manipulation of DOM					
Basic JavaScript		elements with JavaScript					
Programming	4.3	Use a JavaScript function and					
		automate an action or activity					
		within the HTML document					

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 4: CONTENT MANAGEMENT SYSTEMS I

Unit Reference Number: ICT/DSO/2/004

QCF level: 2

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit standard specifies the competencies required to use content management systems. It includes activities such as data input, previewing, checking, tweaking and changing content before publishing. This unit standard is intended for those interested in operating content management systems

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learnin	g outco	ome) Criteria:-		Ev	iden	ce T	ype		nce]	
LO 1	1.1	Define Content Manageme	nt							
Understand		System								
Content	1.2	Identify the different Conte	nt							
Management		Management Systems, eg	5							
wanagement		wordpress, sharepoint, Joon	ıla,							

Systems		etc					
	1.3	Explain the uses of Content					
		Management System					
	1.4	Outline the benefits of Content					
		Management					
	1.5	Identify the features of CMS					
LO 2							
Understand	2.1	Identify different Content types					
		and sub-contents e.g News, e-					
Content Types		commerce, blogs, video/audio,					
		images etc.					
	2.2	Compare the application and					
		benefits of various content					
		types					
	2.3	Enhance content for different					
		uses. E.g News, streaming,					
		product listing					
	2.4	Optimize content for different					
		CMS flat form eg, mobile					
		desktop, etc					
LO3							
Demonstrate	3.1	Add content using template					
knowledge of the use of Content	3.2	Add attachment and list to					
		content management systems					
Management	3.3	Edit, search, preview and					
System		publish content online					

Learners Signature:	Date:

EQA Signature (if sampled)	Date:
IQA Signature (if sampled)	Date:
Assessors Signature:	Date:

Unit 5: TRANSACTIONS MANAGEMENT I

Unit reference number: ICT/DSO/2/005

QCF level: 2

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of transaction processing systems and enterprise resource planning systems. It includes demonstrating knowledge of the use of both systems and also how transactions are authorised, cleared and settled.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Lear	ning ou	tcome) Criteria:-			Evidence				Evidence Ref		
				Type					age :	numl	ber
LO 1	1.1	Define transaction processing									
		system									
Understand	1.2	Explain the objectives of transaction									
Transaction Processing System		processing system									
1.3		List key terminologies and									
		technologies employed in									

		transaction processing system					
	1.4	Describe the transaction processing					
		cycle					
	1.5	Explain the various methods of					
		transaction processing Eg. Payroll,					
		Inventory Control, accounts payable					
LO 2							
Understand	2.1	Describe transaction settlement					
Transaction		procedures					
Dynamics Dynamics							
Dynamics	2.2	D 4 1 1 1					
	2.2	Describe end-to-end transaction .					
	2.2	processing					
	2.3	Describe the information flow					
100		within a transaction system					
LO 3							
Understand							
Enterprise							
Resource							
Planning							
System							
	3.1	Define Enterprise Resource					
	3.1	Planning					
	3.2	List examples of Enterprise		H			
	5.2	Resource Planning Systems					
	3.3	Explain the role of Enterprise					
		Resource Planning system in					
		transaction processing					
		r					

Learners Signature:	Date:
Assessors Signature:	Date:

IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 6: INTRODUCTION TO CYBER SECURITY

Unit reference number: ICT/DSO/2/006

QCF level: 2

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of key security issues in digital service operations. It includes activities such as describing threats facing digital security and mechanisms to mitigate them. This unit standard is intended for those interested in offering cyber security services.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learni	ng out	come)	Criteria:-	Evidence Type						nce I numl	
LO 1	1.1	Explain the to	erm cyber security								

	1.2	Identify main malware types				
Understand		how to prevent/limit malware				
basics of cyber		infection				
security	1.3	Describe legal and regulatory				
		issues relating to cyber security				
	1.4	Identify information assets				
LO 2						
	2.1	Explain basic networking				
		concepts and network security				
Understand		challenges				
	2.2	Describe various internet /web				
Cyber Security		protocols				
protocols and	2.3	Explain web				
Concept		application/infrastructure				
		vulnerabilities				
	2.4	Explain basic cyber security				
		terminologies				
LO 3						
Understand	3.1	Describe basic authentication				
Infrastructure		mechanism and alternative				
		authentication mechanism				
and Security	3.2	Define cryptography and its				
Concept		terminologies				
	3.3	Explain encryption and Data				
		handling technologies				
	3.4	Explain firewalls, network,				
		VPNs, intrusion, detection and				
		prevention technologies		_		

Learners Signature:	Date:
Assessors Signature:	Date:

IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit 8: FUNDAMENTALS OF E-PAYMENT

Unit reference number: ICT/DSO/2/007

QCF level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of the fundamentals and concepts of e-payment and e-payment system. It includes activities such as defining the architecture of online payments and systems, identifying the tools used for online payment and identifying various types of fraud experienced. This unit standard is intended for those interested in facilitating e-payments;

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learning outcome)		come) Criteria:-	Ev	iden	ce T	ype		nce]	
LO1 Understand	1.1	Define electronic payments							
principles and	1.2	Explain e-payment concepts							

concepts of e-	1.3	Describe e-payment ecosystem					
payments		and architecture					
	1.4	Explain regulations covering e-					
		payment systems					
	1.5	Narrate how e-payment is more					
		acceptable to traditional form of					
		payments					
LO 2							
Understand e-	2.1	Describe the logic behind e-					
payment		payment system					
systems	2.2	Identify the different component					
Systems		of e-payment systems					
	2.3	Identify the tools used within an					
		e-payment systems					
	2.4	Explain basic principles of					
		electronic funds transfer					
	2.5	Identify various e-payment					
		channels					
	2.6	Enumerate probable issues					
		encountered in e-payment					
		transaction					
LO 3							
Understand	3.1	Identify various types of threats,					
threat and		vulnerabilities and issues					
Security issues		encountered within an e-					
associated e-		payment system					
payment	3.2	Describe the various types of e-					
systems		fraud experienced and					
		encountered within an e-					
		payment systems			Ц		
	3.3	Explain necessary measures that					
		can mitigate and wade off these					
		security inconsistencies					

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit9: LOGISTICS MANAGEMENT FUNDAMENTALS

Unit reference number: ICT/DSO/2/008

QCF level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of the fundamentals of logistics management. Activities such as describing logistics management systems and inventory control systems are included. This unit standard is intended for those interested in carrying out logistics operations in organisations;

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learn	ing outc	come)	Criteria:-	Ev	iden	се Ту	/pe		nce F numb	
LO1	1.1	Define Lo	gistics management							

l lo de vete o d	1.2	Explain key logistics					
Understand		terminologies					
Logistic	1.3	Describe significance of logistics					
Management		in supply chains					
Concept	1.4	Describe the logistics cycle					
	1.5	Describe logistics management					
		information systems					
	1.6	List the different types of					
		logistics record					
LO 2							
Understand the	2.1	Describe an Inventory Control					
		System					
Inventory	2.2	Explain the objectives of					
Control System		inventory control systems					
in Logistics	2.3	Explain the fundamental terms in					
Management		inventory control systems					
	2.4	List the types of maximum-					
		minimum inventory control					
		system					
	2.5	Explain inventory control					
		systems in terms of logistics					
		arrangement					

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

Unit10: E-COMMERCE ANALYTICS

Unit Reference Number: ICT/DSO/2/009

QCF level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

This unit standard specifies the competencies required to demonstrate your understanding of how e-commerce data is analysed and all the necessary tools to achieve results. You will be involved in activities such as defining web analytics and the available analytics tools. This unit standard is intended for those interested in carrying out e-commerce analytics.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learni	ing outc	ome) Criteria:-	Evidence Type		ype		nce I numl		
LO1	1.1	Define web analytics							

Understand Web	1.2	Identify the different web				
Analytics		analytic tools				
Analytics	1.3	Explain the term big data and				
		data analytics				
	1.4	Describe areas of application of				
		web analytic				
	1.5	State best practice guidelines for				
		web analytics				
LO 2	2.1	Define web traffic				
Understand the						
Concept of	2.2	Describe the uses and application				
Traffic in e-		of web traffic analytics				
Commerce	2.3	Distinguish the different kind of				
Analytics		traffic				
	2.4	Identify factors that determine				
		quality traffic				
LO 3						
Understand the	3.1	Explain the role and function of				
Usage of Web		web analytics dashboard				
Analytics Tools	3.2	Explain the usage of web				
		analytics dashboard				
	3.3	Explain the different components				
		of web analytic dashboard eg				
		funnel and funnel visualization				
		report.				
	3.4	Describe the role and				
		applications of social plug-ins in				
		web analytics				
	3.5	Verify basic set up and simulate				
		troubleshooting of common				

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

installation issues

Unit 11: FUNDAMENTALS OF DIGITAL MARKETING

Unit Reference Number: ICT/DSO/2/011

QCF level: 2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit standard specifies the competencies required to demonstrate knowledge of digital marketing and the prevalent digital marketing tools. You will be involved in activities such as designing forms online and distributing online survey. This unit standard is intended for those interested in marketing products and services online

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

I O (I coming outcome)	Criteria:-	Evidence Type	Evidence Ref
LO (Learning outcome)	Criteria:-	Evidence Type	Page number

LO 1.	1.1	Define Digital Marketing						
Understand	1.2	Explain the fundamentals of						
Basics of Digital		digital marketing, eg survey,						
Marketing		market segmentation, etc						
	1.3	Data analytics of digital marketing						
	1.4	Explain digital marketing plan						
LO 2.								
20 2.	2.1	List different digital marketing tools						
	2.2	Explain digital marketing tools						
	2.3	Describe marketing automation tools						
Understand Digital Marketing	2.4	Create dynamic forms online						
Tools	2.5	Distribute online survey						
	2.6	Explain buyer persona, email campaign, pop up and opt in forms						
	2.7	Describe market research terms eg. Focus group, Interviews, Demographics etc						
	ı		1	1	ı l			

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

(NSQ)

DIGITAL SERVICE OPERATION LEVEL 3

NATIONAL SKILLS QUALIFICATION

QCF LEVEL 3- DIGITAL SERVICE OPERATION

GENERAL INFORMATION

QUALIFICATION PURPOSE

This qualification is aimed at developing and certifying competence in Digital Service Operations, resulting in increased capacity for working as a Junior-level Digital Service Operator. The focus is on generic knowledge, language training, personal development and workplace experience.

QUALIFICATION OBJECTIVES

To achieve this qualification, the operator should gain the following competencies:

- Understand Content Management Systems at an Intermediate level.
 - Understand Transactions Management at an Intermediate level.
 - Understand web server-side scripting technologies.
 - Understand Digital Marketing at an Intermediate level.
 - Understand the fundamentals of Project Management
 - · Understand the fundamentals of Ethical Hacking
 - Understand the fundamentals of Computer Networking
- Understand the fundamentals of Database Management and Administration.
 - Understand knowledge management and its infrastructure
- Understand the fundamentals of IT Strategy for Digital Service Operations

Mandatory Units

S/No	Reference	NOS Title	Credit	Guided	Remark
/Unit	Number		Value	Learning	
No				Hours	
1	ICT/DSO/3/001	Transactions	5	50	Level 3
		Management II			
2	ICT/DSO/3/002	Web Server-Side	5	50	Level 3
		Technologies			
3	ICT/DSO/3/003	Introduction to	4	40	Level 3
		Ethical Hacking			
4	ICT/DSO/3/004	Introduction to	4	40	Level 3
		Computer			

		Networking			
5		Introduction to	5	50	Level 3
	ICT/DSO/3/005	Relational			
		Database			
6		Introduction to	4	40	Level 3
	ICT/DSO/3/009	Knowledge			
		Management			
7		IT Strategy in	4	40	Level 3
	ICT/DSO/3/010	Digital Service			
		Operations I			
	TOTA	L	31	310	

Optional Units

S/No	Reference	NOS Title	Credit	Guided	Remark
/Unit	Number		Value	Learning	
No				Hours	
8		Content	5	50	Level 3
	ICT/DSO/3/006	Management			
		Systems II			
9	ICT/DSO/3/007	Digital Marketing	5	50	Level 3
		II			
10		Introduction to IT	4	40	Level 3
		Project			
	ICT/DSO/3/008	Management in			
		Digital Service			
		Operations			
	TOTAI		14	140	

GUIDE

Unit title	Provides a clear explanation of the content
	of the unit.
Unit number	The unique number assigned to the unit.
Unit reference	The unique reference number given to
	each unit at qualification approval by
	NBTE
Unit level	Denotes the level of the unit within the
	National Vocational Qualification
	framework NVQF.
Unit credit value	The value that has been given to the unit
	based on the expected learning time for an
	average learner.
	1 credit = 10 learning hours
Unit aim	Provides a brief outline of the unit content.
Learning outcome	A statement of what a learner will know,
Dear ming outcome	understand or be able to do, as a result of a
	process of learning.
Assessment criteria	A description of the requirements a learner
Assessment effecta	must achieve to demonstrate that a
	learning outcome has been met.
	rearming outcome has seen met.
	Any additional guidance provided to
Unit assessment guidance	support the assessment of the unit.
	support the assessment of the unit.
Unit guided learning hours	The average number of hours of
Onit guided leat ming hours	supervised or directed study
	time or assessment required to achieve a
	qualification or unit of a qualification.

Qualification: DIGITAL SERVICE OPERATIONS

QCF level: 3

Credit value: 45

Guided learning hours: 450

Level Purpose:

At the end of the Units within, the Learner should be able to:

- **11.** Demonstrate intermediate-level knowledge of usage and applications of Content Management Systems.
- 12. Demonstrate **intermediate-level** knowledge of Transaction Management, its concepts and applications.
- 13. Demonstrate **basic** knowledge of web server-side scripting, its concepts and applications.
- 14. Demonstrate knowledge of digital marketing tools and techniques.
- 15. Demonstrate knowledge of **basic** network administration as it relates to administering a Local Area Network (LAN)
- 16. Demonstrate Knowledge of managing a basic database system for organizations that maintain relational data.
- 17. Demonstrate an understanding of the **fundamentals** of IT project management
- 18. Demonstrate an understanding of the **essentials** of Ethical Hacking
- 19. Demonstrate an understanding of the fundamentals of IT strategy in relation to Digital Service Operations

Level assessment requirements/evidence requirements

There are seven (7) compulsory units (i.e. units 1,2,3,4,5, 6 and 7) and three (3) optional units (i.e. 8, 9 and 7) in this level to enable the learner to qualify for QCF Level 3 in Digital Service Operation.

The evidence required in this level includes:

- 8. Questioning
- 9. Direct Observation of the learner's performance
 - 10. Recognition of Prior Learning and experience
 - 11. Authentic statement/Witness testimony
 - 12. Personal statement/reflective account.
 - 13. Product of the learners work.
 - 14. Assignment

Unit 1: TRANSACTIONS MANAGEMENT II

Unit Reference Number: ICT/DSO/3/001

QCF level: 3

Credit value: 5

Guided learning hours: 50

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of transactions management at an intermediate level highlighting other major concepts such as transaction authorization.

Unit assessment requirements/evidence requirements

The unit requires the various assessment materials below:

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

Pre-requisite: The learner must have completed Transaction

Management I in level 2

LO (Learning outcome)	Criteria:-	Evidence		Evidence Ref	
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]	ype		P	age 1	numł	er
LO 1	1.1	Explain the term transaction							
Un douatan d		authorization							
Understand	1.2	Describe the transaction authorization							
Transaction		process							
Authorization	1.3	Describe the permission levels involved							
		in transaction authorization							
LO 2	2.1	Explain transaction clearing and							
Understand		settlement procedures							
	2.2	Discuss the concept of split transactions							
Transaction		or split payment transactions							
Processing	2.3	Describe billing in transactions							
	2.4	Describe electronic data interactions							
		during transactions execution or							
		processing							
LO 3	3.1	Describe the system of querying or							
		ascertaining transaction status							
Understand									
Post-									
Transaction									
Activities									
11001710100									
	3.2	Describe dispute resolutions in e-							
	2.2	commerce							
	3.3	Describe process of logging transaction							
	2.4	records							
	3.4	Demonstrate the knowledge of							
		recording successful transactions in a							
		web grid interface.							

Learners Signature:	Date:
Assessors Signature:	
Date:	

IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

Unit 2: WEB SERVER-SIDE TECHNOLOGIES (PHP, SQL)

Unit reference number: ICT/DSO/3/002

QCF level: 3

Credit value: 5

Guided learning hours: 50

Unit Purpose:

This unit standard specifies the competencies required to work with web server-side technologies: Php & MySQL used in processing, manipulating and storing data exchanged in a website infrastructure.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learning outcome)	Criteria:-	Evidence Type		Evidence Ref Page number	
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LO 1	1.1	Define server-side scripting, its uses				
		and applications in a website				
Understand		infrastructure.				
Server-side	1.2	Explain various server-side				
scripting		scripting technologies				
	1.3	Describe the components that make				
technologies		up a complete server side scripting				
		platform				
	1.4	Describe the process of setting up a				
		server-side scripting infrastructure				
	1.5	Describe the relationship between				
		web servers, databases and http				
		requests				
LO 2	2.1	Describe the process of creating and				
	2.1	using server-side scripting in				
		HTML documents with a choice				
Understand		server-side scripting language (e.g				
		php)				
data processing	2.2	Show how server-side scripting file				
with server-side		is included in HTML files				
scripting	2.3	Show how variables and functions				
		are declared and defined in server-				
		side scripting				
	2.4	Create a html form and use server-				
		side scripting for the processing of				
		its data.				
LO3	3.1	Introduction to PHP scripting				
	3.1	introduction to 11th scripting				
	3.2	Define variables, logical operators				
Understand the	5.2	and control structures in PHP				
	3.3	Explain how to use PHP with				
development		HTML				
interactive web	3.4	Demonstrate how to post and				
Pages		publish a PHP website				
	3.5	Identify the relationship between				
		Client side and Server side scripts				
LO 4	4.4	D.C. D. I				
	4.1	Define Database management				
		systems (Oracle & MySQL)				

	4.2	Develop Database connectivity					
Demonstrate a		using MySQL					
knowledge of	4.3	Use PHP to connect with MySQL					
database							
management							
system							

Learners Signature:	Date:
Assessors Signature:	
Date:	
IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

Unit 3: Introduction to Ethical Hacking

Unit reference number: ICT/DSO/3/003

QCF level: 3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of key security issues in digital service operations. It includes activities such as describing threats facing digital security and mechanisms to mitigate them. This unit standard is intended for those interested in offering cyber security services

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learnin	g out	come) Criteria:-	Е	Evidence Type		ype			Evidence Re Page numbe	
LO 1										
	1.1	Define Ethical Hacking								
Understand										
the concept of	1.2	Describe Ethical Hacking								
Ethical		methodology								
Etilicai	1.3	Explain Ethical Hacking								
Hacking		terminologies such as threat,								
		exploit, vulnerability, target of								
		evaluation (ToE) denial of service								
		etc.								
LO 2										
	2.1	Describe the different phases of								
Understand		ethical hacking: Reconnaissance,								
the processes		foot printing, scanning, gaining								
of ethical		access, maintaining access and								
_		covering tracks								
hacking	2.2	Describe the techniques of Ethical								
		Hacking								
	2.3	Explain Port, Service and Data								
		Enumeration as it relates to hacking								
	2.4									

Learners Signature:	Date:
Assesso	ors Signature:

Date:	
IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

Unit 4: Introduction to Computer Networking

Unit reference number: ICT/DSO/3/004

QCF level: 3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of key network fundamentals. It involves learning and classification of IP address, computation of subnet mask and provides a framework for both designing and networking systems. This unit standard is intended for those interested in computer networking.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learnin	LO (Learning outcome)			Criteria:-	Ev	Evidence Type					nce F numb	
LO 1	LO 1 1.1 Define a r											

Understand	1.2	List network hardware component						
Networks and its								
Essentials	1.3	Identify types of network and			\exists			
		network topologies						
	1.4	Explain types of network						
		configuration (peer-to-peer						
		networks, client/server networks)						
	1.5	Describe the different types of						
		cable categories and connectors						
LO 2	2.1	Define IP address terminologies						
		(e.g. Host, Broadcast etc)						
Understand	2.2	List the TCP/IP Reference Model						
Network Layers,	2.3	State the OSI reference model						
Model and								
Architecture					-			
					\dashv			
LO 3	3.1	List classes of IP address						
Understand IP	3.1	List classes of IP address						
Address Classes and	3.2	Explain the types of IP Address						
Subnetting		(Public and Private)			_			
	3.3	Define subnet mask						
	3.4	Demonstrate the calculation of						
		subnet mask						
			1				<u> </u>	

Learners Signature:	Date:
Assessors Signature:	
Date:	

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EQA Signature (if sampled)	Date:
Date.	
Date:	
IQA Signature (if sampled)	

Unit 5: Introduction to Relational Database

Unit reference number: ICT/DSO/3/005

QCF level: 3

Credit value: 5

Guided learning hours: 50

Unit Purpose:

This unit standard specifies the competencies required to demonstrate understanding of Database Management System (DBMS) and its architecture, the concept of Relational Database Management System (RDBMS), its architecture, and relational model terminology. It facilitates a fundamental understanding of the design and planning issues considered for designing a database and the basics of Structured Query Language.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number

L01.							
LO1.	1.1	Define Database and Database					
		Management System (DBMS)					
Understand	1.2	Describe the need for a database					
Database		system					
Models &	1.3	Identify the need for database					
		planning					
Structure	1.4	Identify the functional components					
		of a DBMS					
	1.5	Identify the effects of poor database					
		planning and design					
LO2							
Understand	2.1	Explain entity-relationship model					
Database	2.2	List types of relationships between					
Design and		entities					
logic	2.3	Describe logical database design					
	2.4	Explain Relational Database					
		Management System (RDBMS)					
	2.5	Creating an entity-relationship					
		model					
LO3							
Understand Database	3.1	Understanding Structured Query					
Structured Query		Language (SQL)					
Language and	3.2	Create the different Database					
Management		management systems (MySql, MS					
Systems		SQL, Oracle SQL, etc)					
		L	 <u> </u>				

I	earners Signature:	Date:

Assessors Signature:	
Date:	
IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

Unit 6: CONTENT MANAGEMENT SYSTEMS II

Unit reference number: ICT/DSO/3/006

QCF level: 3

Credit value: 5

Guided learning hours: 50

Unit Purpose:

This unit standard specifies the competencies required to use content management systems at an intermediate level. It tests knowledge of creating quality user interfaces with good user experience for CMS and extending a CMS with plugin functionality.

Unit assessment requirements/evidence requirements

The unit requires the various assessment materials below;

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

Pre-requisite: The learner must have completed Content Management

System I in Level 2

LO (Learning	out	come)	Criteria:-	Ev	iden	ce Ty	уре	Evidence Ref				
, C		,					1		P	age	numl	oer
LO 1	1.1	Describe hov	w User Interfaces can									
Un douatan d		be integr	ated into Content									
Understand		Manag	gement systems									
how to improve 1.2 Content Management		Describe Use	r Interface Systems or									
		frameworks	that can be integrated									
		into content	management systems									
	1.3	Develop quali	ity User Interface with									
System User		good user exp	perience with a content									
Experience		manag	gement system									
LO 2												
	2.1		plugins and their									
Understand		_	Content Management									
Content			Systems									
Managament	2.2		e effect of plugin									
Management			tions in Content									
System			nt Systems towards									
Functionality		achieving	a multi-functional									
			website									
	2.3	Identify typ	es and categories of									
			plugins									
	2.4	Describe met	hodologies for plugin									
		integrat	cion into content									
		manag	gement systems									
	2.5	Demonstra	te the installation of									
		different pl	ugins extending the									
		features of a	Content Management									
		System for	the design a robust									
		blogging or	news/media website									
										_		

		-	•	1			1	
Learners	Signature:					Date	: :	

Assessors Signature:	
Date:	
IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

Unit 7: Digital Marketing II

Unit reference number: ICT/DSO/3/007

QCF level: 3

Credit value: 5

Guided learning hours: 50

Unit Purpose:

This unit standard specifies the competencies required in digital marketing operations at an intermediate level. It facilitates knowledge of the basics of online marketing tools and techniques. This unit standard is intended for those interested in using digital strategies to communicate business specific information to an audience in order to illicit a response.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

Pre-requisite: The learner must have completed Digital Marketing I in Level 2

LO (Learning outcome) Criteria:-			Ev	Evidence Type					Evidence Ret Page number				
LO 1		D (*	1.72										
	1.1	Define a	search Engine										
Demonstrate an	1.2	Identify diffe	erent search engines										
understanding			C										
_	1.3	Describe the in	mportance engines to										
on Search		websites, us	sers and businesses										
Engines													
LO 2:	2.1	Define digital	marketing techniques										
Demonstrate													
knowledge of	2.2	List digital m	narketing techniques										
digital			ngine Optimization,										
_			keting, Social Media										
marketing			keting etc.										
techniques	2.3		digital marketing										
		-	nd their importance										
	2.4		al marketing with one										
			ligital marketing chniques										
LO 3:	3.1		Il marketing metrics										
Demonstrate	3.1	Define digita	ir marketing metries										
knowledge of Digital	3.2	Describe hov	w to measure online										
Marketing Matrices		marketing su	accesses with digital										
			ceting tools.										
	3.3	Conduct a	nalysis of digital										
		market	ing campaign										

Learners Signature:	Date:
Assessors Signature:	
Date:	
IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

Unit 8: Introduction to it project management in digital service operations

Unit reference number: ICT/DSO/3/008

QCF level: 3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit standard certifies the learner's understanding of key project management essentials in digital service operations. The unit involves understanding the fundamental concepts of Project Management and the antecedents for Project Management success and failure. This unit standard is intended for individuals interested in managing IT Projects across the project lifecycle.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learning outcome)	Criteria:-	Evidence Type		ence Ref number
LO 1				

fundamentals of IT Project Management 1.2 Identify the phases of an IT Project Management 3. Identify the constraints of IT Project Management (Time, Scope and Budget) 1.4 Describe the role of a Project Manager 1.8 Describe the key knowledge areas required from IT Project Managers (Cost Management, Quality Management, Risk Management, Communications Management) LO 2 Understand the tools, techniques and stakeholders for Project Management 2.1 Define Project Management Tools the tools, techniques and stakeholders for Project Management 2.2 Identify tools and techniques for IT Project Management (Project Charter, Gantt charts, change requests) Define IT Project Stakeholders LO3: Understand the Antecedents of Project Success 1.3.1 Identify the factors which determine the success of a project (On budget, Meets Customer's requests, On time) 3.2 Describe factors which result in the failure of a project (Poor planning, lack of resources, late delivery) 3.3.3 Describe how to close a project	Understand	1.1	Define an IT Project					
Management 3 Identify the constraints of IT Project Management (Time, Scope and Budget) 1.4 Describe the role of a Project Manager 1.8 Describe the key knowledge areas required from IT Project Managers (Cost Management, Quality Management, Risk Management, Communications Management) LO 2 Understand the tools, techniques and stakeholders for Project Management 2.1 Identify tools and techniques for IT Project Management (Project Charter, Gantt charts, change requests) 2.3 Define IT Project Stakeholders Understand the Antecedents of Project Success 1.03: Understand the Antecedents of Project Success 1.03: Understand the Antecedents of Project Success 1.04: 1.05: 1.06: 1.07: 1.08: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09: 1.09:	fundamentals of IT							
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Project Management (Time, Scope and Budget) 1.4 Describe the role of a Project Manager 1.8 Describe the key knowledge areas required from IT Project Managers (Cost Management, Quality Management, Risk Management, Communications Management) LO 2 Understand the tools, techniques and stakeholders for Project Management (Project Management (Project Management) 2.2 Identify tools and techniques for IT Project Management (Project Management) 2.3 Define IT Project Stakeholders LO3: Understand the Antecedents of Project Success 1. Identify the factors which determine the success of a project (On budget, Meets Customer's requests, On time) 3.2 Describe factors which result in the failure of a project (Poor planning, lack of resources, late delivery)	Management							
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Manager			and Budget)					
1.8 Describe the key knowledge areas required from IT Project Managers (Cost Management, Risk Management, Communications Management) LO 2 Understand the tools, techniques and stakeholders for Project Management (Project Charter, Gantt charts, change requests) 2.2 Identify tools and techniques for IT Project Management (Project Charter, Gantt charts, change requests) 2.3 Define IT Project Stakeholders Management 2.4 Identify different IT Project Stakeholders Understand the Antecedents of Project Success 1.03: Understand the Antecedents of Project Success 2.2 Identify the factors which determine the success of a project (On budget, Meets Customer's requests, On time) 3.2 Describe factors which result in the failure of a project (Poor planning, lack of resources, late delivery)		1.4	Describe the role of a Project					
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failure of a project (Poor planning, lack of resources, late delivery)			requests, On time)					
lack of resources, late delivery)		3.2	Describe factors which result in the					
			failure of a project (Poor planning,					
3.3 Describe how to close a project			lack of resources, late delivery)					
		3.3	Describe how to close a project		T	1		

Learners Signature:	Date:
Assessors Signature:	
Date:	
IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

Unit 9: Introduction to Knowledge Management

Unit reference number: ICT/DSO/3/009

QCF level: 3

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit standard certifies the learner's understanding of knowledge management essentials in digital service operations. The unit involves understanding the fundamental concepts of Knowledge Management and knowledge management infrastructure. This unit standard is intended for individuals interested in managing knowledge in project documentation for business profitability.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learnin	LO (Learning outcome) Criteria:-		Evidence Type						ce Ref	
,						, 1	P	age	numl	ber
LO 1	1.1	Define Knowledge								
Understand		C								
fundamentals	1.2	Identify different types of								
concept of		knowledge								
Knowledge	1.3	Identify the difference between								
		data, information and knowledge								
	1.4	Describe the importance of								
		knowledge in managing business								
LO 2										
Understand										
the concept of	2.1	Define Knowledge management								
knowledge	2.2	Identify knowledge management								
management		techniques								
	2.3	Differentiate knowledge								
		management and data management								
	2.4	Identify different process in								
		knowledge management								
	2.5	Describe the importance of								
		knowledge management in business								
LO3:										
Understand										
knowledge	3.1	Define the key components of								
management		knowledge management								
infrastructure		infrastructure								
mirastructure	3.2	Discuss the key components of								
		knowledge management								
		infrastructure								
	3.3	Explain knowledge base system								
		infrastructure								
	3.4	Explain ways in which knowledge								
		management infrastructure impacts business								
		business								

Learners Signature:	Date:
Assessors Signature:	
Date:	
IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

UNIT 10: IT Strategy in Digital Service Operations I

Unit Reference Number: ICT/DSO/3/0010

QCF Level: 3

Credit Value: 4

Guided Learning hours: 40

Unit Purpose:

This qualification is aimed at developing and certifying competence in digital Service Operations, with specific focus on increasing capacity in the understanding of objectives, principles and tactics involved in using technology in a business environment.

Unit assessment requirements/evidence requirements

- 1. Questioning
- 2. Direct Observation of the learner's performance
- 3. Recognition of Prior Learning and experience
 - 4. Authentic statement/Witness testimony
 - 5. Personal statement/reflective account.
 - 6. Product of the learners work.
 - 7. Assignment

LO (Learning outcome) Criteria:-		ing outcome) Criteria:						Е	vide	nce F	Ref
Eo (Ecuit	ing ou				T	ype		F	age	numl	oer
101.	1.1	Expla	ain IT Strategy								
LO 1:											
Understand the	1.2	Outline the dif	ferent approaches to IT								
concept IT			strategy								
Strategy	1.3	Discuss the be	nefits of IT strategies to)							
		ł	ousinesses								

LO 2:	2.1	Describe a business environment				
Understand the	2.2	Differentiate between the internal				
internal and	2.2					
external business		(Micro) and External (Macro) Business				
environments		environment				
environments	2.3	Outline the components of an internal				
		and external business environment				
LO 3:	3.1	Outline tools for internal (micros)				
Demonstrate		environmental analysis				
the knowledge	3.2	Outline tools for external (macro)				
_		environmental analysis				
of	3.3	Conduct internal (micro) environmental				
environmental		analysis of a Digital Service business				
analysis tools	3.4	Conduct external (macro)				
and techniques		environmental analysis of a Digital				
ana teenniques		Service Business				
104	4 1	D.C. 1				
LO 4:	4.1	Define business mission, vision,				
Understand the		objectives				
Role of Strategy	4.2	Discuss the importance of strategy for				
in Digital		Digital Service Businesses				
_	4.3	Discuss the relationship between				
Service		strategy, objective and business				
Operations		environment				
Businesses	4.4	Develop a strategy for a Digital Service				
		business				

Learners Signature:	Date:
	Assessors Signature:
	Deter
	Date:

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IQA Signature (if sampled)	
Date:	
EQA Signature (if sampled)	Date:

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