

WorldSkills Standards Specification

Cloud Computing

Information and Communication Technology



THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS)

GENERAL NOTES ON THE WSSS

The WSSS specifies the knowledge, understanding and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSSS).

The skill competition is intended to reflect international best practice as described by the WSSS, and to the extent that it is able to. The Standards Specification is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standards Specification is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards Specification. This is often referred to as the “weighting”. The sum of all the percentage marks is 100.

The Marking Scheme and Test Project will assess only those skills that are set out in the Standards Specification. They will reflect the Standards Specification as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme and Test Project will follow the allocation of marks within the Standards Specification to the extent practically possible. A variation of five percent is allowed, provided that this does not distort the weightings assigned by the Standards Specification.

WORLDSKILLS STANDARDS SPECIFICATION

SECTION		RELATIVE IMPORTANCE (%)
1	Work organization and management	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The relationships between different technologies and areas of expertise used in a public cloud deployment. • Interoperability requirements for each aspect of a systems deployment within a public cloud provider. • The requirements of each group of stakeholders in the design of an IT solution using public cloud services. • Methods of Integrating an organization's best practices and public cloud offerings to create application-specific deployments. • Methods of evaluating, comparing and contrasting the wide range of possible solutions for each IT implementation • Methods of determining which solution is optimal for each organization taking into account internal best practices, business requirements, existing infrastructure, and resource expertise. 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Identify common deployment models with public cloud providers and how those models can apply to organization-specific requirements. • Identify opportunities and create migrations plans to phase-in public cloud deployments and reduce risks. • Create highly available, scalable, and secure IT architectural designs specific to each application, taking into account compute, storage, networking, database management, and deployment requirements. • Take advantage of public cloud provider solutions to reduce operational burden associated with service deployments. 	
2	Communication and interpersonal skills	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • How to communicate across organizational teams to identify infrastructure requirements and architectural opportunities. • How to engage with business units to identify best practices for deployment and create a migration path to the public cloud. • Methods and techniques for working with business stakeholders in meeting organizational and compliance related goals. • The bases for creating department and team-specific infrastructure designs that take advantage of public cloud capabilities and value-add services. 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Discover and document key requirements and how they relate to public cloud offerings. • Discover and document technology-specific opportunities to leverage public cloud offerings. • Translate business goals and objectives into briefs, designs, and plans, and present such documents to stakeholders and management teams. • Clearly map departmental and technology-specific requirements and goals to public cloud solutions. • Using project-specific migration plans, facilitate the implementation of an organizational transition to public cloud resources. 	
3	Problem solving, innovation, and creativity	20
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The role and importance of each layer of infrastructure design including, compute, storage, networking, database, caching, and application. • Various technology solutions to meet business objectives (e.g. different relational database solutions as well the use of NoSQL technologies for transactional data workloads) • Various storage capabilities including block level replication, network block device sharing, shared/clustered file systems, object storage, and storage caching solutions. • Various network architectures to facilitate communication with existing/legacy applications and environments. • Automation methodologies and opportunities commonly used throughout the technical community. 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Evaluate, select and implement foundational cloud computing services such as compute, network, and storage. • Evaluate, select and implement advanced cloud computing services such as managed data services, caching services, and automated scaling and availability features. • Evaluate, select and implement various network-related technologies to infrastructure design such as network communication protocols, sub netting, NAT, DNS, VPN, broadcast networking, and dynamic routing protocols. • Automate infrastructure creation and modification through the use of scripting or programming, and the use of infrastructure templates. 	

4	Security	20
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Best practices for securing systems and networks using authorizations, authentications, and accounting. • Best practices for developing secure deployment and the ongoing monitoring of traffic and assets. • Best practices for deploying, monitoring, and maintaining secure infrastructure. • Best practices for the creation and deployment of secure application designs for public cloud infrastructure. • The demarcation of responsibility for security between the cloud provider and the public cloud customer. • The importance and intent of network traffic and resource isolation. 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Design and implement authentication processes at a departmental and organizational level, controlling access to public cloud administrative capabilities and system access. • Develop policies and procedures for systems and application access to public cloud interfaces and services. • Implement policies and procedures for auditing of public cloud activities and access. • Create internal prescriptive guidance and requirements for procedures necessary to create, update, remove and access public cloud infrastructure and resources. • Implement service and technology specific security controls on resources running within a public cloud environment as well as utilization of services provided by an IaaS vendor. • Engage with business, development, and leadership staff to identify, recommend, and implement security best practices while ensuring an efficient user experience. 	
5	Reliability, scalability, and elasticity	20
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • How business requirements translate to operational objectives in relation to resource constraints addressed by the use of public cloud features and services. • The principles and architectures for different availability/deployment models such as disaster recovery, high availability, blue-green deployments, global load balancing, and pilot light deployments. • Application and service-specific availability requirements and nuances as they relate to systems and application availability. • Network data flow and the corresponding relationship to systems availability. • Organizational and departmental business and technology goals related to system survivability and data durability in the event of different failure scenarios. • How application, system, and network metrics can be used to define the implementation of available, scalable, and elastic architectures. • Different applications, systems, and protocol nuances and requirements necessary to automate the scaling, durability, and availability of infrastructure. 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> Record, analyse, and interpret application, system, and network data to facilitate the recommendation of an appropriate architecture that sufficiently utilizes scalability and elasticity to meet the variable demands of internal and external users and systems. Implement different availability, scalability, and durability models in accordance with application and system design requirements. Design availability models that meet the business requirements of an organization, taking into account allowed recovery time and allowable service interruption parameters. Utilize public cloud services and features to aid the design and deployment of availability, durability, and scalability requirements. Implement protocol, application, and system-specific designs to meet the performance and availability requirements of organizational units. 	
6	Performance and optimization	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> Different infrastructure performance opportunities available through solutions such as caching, resource right-sizing, and vendor-provided services. Performance requirements and possible bottlenecks with infrastructure design. Vendor-specific pricing opportunities as they relate to different public cloud offerings for optimizing costs. Opportunities available during the creation of new applications or redesign of existing applications to take advantage of public cloud offerings such as server-less computing and microservice orchestration. 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> Analyse and interpret performance metrics from compute, storage, network, and application levels for use in public cloud infrastructure design objectives. Utilize performance tuning techniques and packages to ensure optimal resource utilization. Implement a microservice strategy to capitalize on technology advances in areas like container development. Pursue the decoupling of services to allow the separation of application components to facilitate a service-oriented architecture. Recommend and implement database and storage solutions that best fit the needs of an application. 	
7	Operational considerations	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> The requirements of systems and applications in order to maintain functionality and availability. System, network, and application metrics and how they apply to infrastructure durability, availability, and performance. Response requirements, protocols, and procedures for various incidents including, security, availability, and performance-related incidents. 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Implement monitoring solutions to generate alerts and automate responses to various incidents. • Implement centralized metric collection and analysis for systems, network, and application information. • Implement a process to continually improve architectural designs by automating infrastructure configuration updates. • Continuously monitor and review systems and applications for design improvement opportunities. • Continuously test for failure and design for resiliency. • Ensure cloud configurations are kept current and versioned. • Keep up to date with new services, procedures, and technology solutions offered by public cloud providers in order to optimize current and future deployments with the latest technology opportunities and best practices. 	
	Total	100

REFERENCES FOR INDUSTRY CONSULTATION

WorldSkills is committed to ensuring that the WorldSkills Standards Specifications fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Standards Specification on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (<http://www.ilo.org/public/english/bureau/stat/isco/isco08/>)
- ESCO: (<https://ec.europa.eu/esco/portal/home>)
- O*NET OnLine (www.onetonline.org/)