

Networking Support Program Standards

1. Personal Qualities and People Skills					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.	1	6	27	2.76	34
Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.	0	5	29	2.85	34
Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.	0	11	23	2.68	34
Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.	3	19	12	2.26	34
Demonstrate diversity awareness by working well with all customers and co-workers.	1	14	19	2.53	34
Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues.	5	15	14	2.26	34
Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.	5	15	14	2.26	34
<i>answered question</i>					34
<i>skipped question</i>					0

2. Professional Knowledge and Skills					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.	2	9	23	2.62	34
Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.	0	14	20	2.59	34
Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.	0	7	27	2.79	34
Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.	5	20	9	2.12	34
Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.	9	13	12	2.09	34
Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.	3	17	13	2.30	33
Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.	9	16	9	2.00	34
Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.	4	17	12	2.24	33
Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks	18	11	5	1.62	34
Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.	3	12	19	2.47	34
<i>answered question</i>					34
<i>skipped question</i>					0

3. Technology Knowledge and Skills					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.	3	17	14	2.32	34
Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.	0	11	23	2.68	34
Demonstrate proper Internet use and security by using the Internet appropriately for work.	3	12	19	2.47	34
Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.	1	23	10	2.26	34
<i>answered question</i>					34
<i>skipped question</i>					0

CONTENT STANDARD 1.0: END POINT TECHNOLOGIES					
Performance Standard 1.0: PC Hardware Configuration and Installation					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
1.1.1. Identify and understand motherboards and related components.	17	10	7	1.71	34
1.1.2. Identify and understand RAM types and features.	15	14	5	1.71	34
1.1.3. Identify and understand expansion card uses and differences.	15	14	5	1.71	34
1.1.4. Understand differences and use of storage devices and media types.	12	14	8	1.88	34
1.1.5. Identify and understand CPU types and features.	17	12	5	1.65	34
1.1.6. Identify power supply requirements and select appropriate unit for a system.	14	12	8	1.82	34
1.1.7. Demonstrate custom configurations per customer needs.	15	11	8	1.79	34
1.1.8. Identify and understand the use of connector types and associated cables.	10	15	9	1.97	34
1.1.9. Demonstrate the installation and configuration of peripheral devices.	11	10	13	2.06	34
1.1.10. Identify when a field replacement unit is needed.	4	17	13	2.26	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 1.2: Fundamental Networking Technologies					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
1.2.1. Identify network cables and connectors and their characteristics.	3	15	16	2.38	34
1.2.2. Explain TCP/IP suite characteristics and properties.	7	15	12	2.15	34
1.2.3. Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics.	7	11	16	2.26	34
1.2.4. Understand wireless networking standards and encryption types.	9	12	13	2.12	34
1.2.5. Demonstrate installation, configuration, and deployment of a home office network.	9	16	9	2.00	34
1.2.6. Understand and explain different Internet connection types and features.	4	20	10	2.18	34
1.2.7. Understand different network devices, their functions, and features.	1	16	17	2.47	34
1.2.8. Demonstrate the appropriate use of field networking tools.	3	16	15	2.35	34
1.2.9. Identify appropriate hardware and software tools to troubleshoot connectivity issues.	2	8	24	2.65	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 1.3: Laptops, Mobile Devices, and Related Hardware					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
1.3.1. Demonstrate the installation and configuration of related peripherals.	11	15	8	1.91	34
1.3.2. Understand and recognize different features of laptops and mobile devices.	11	17	6	1.85	34
1.3.3. Demonstrate custom configurations per customer needs.	15	13	6	1.74	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 1.4.: Printer and Imaging Hardware					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
1.4.1. Identify and explain the different types and use of printers.	16	15	3	1.62	34
1.4.2. Understand and explain the different imaging processes.	24	9	1	1.32	34
1.4.3. Identify proper basic printer maintenance.	21	10	3	1.47	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 1.5: Operating Systems					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
1.5.1. Understand the features and requirements of various operating systems.	1	19	14	2.38	34
1.5.2. Demonstrate how to install, upgrade, and configure an operating system.	5	10	19	2.41	34
1.5.3. Understand and demonstrate the use of command line tools.	9	10	15	2.18	34
1.5.4. Understand and demonstrate operating system tools and utilities.	3	15	16	2.38	34
1.5.5. Understand networking and configuration of operating systems.	2	13	19	2.50	34
1.5.6. Understand and explain the differences in basic OS security settings.	5	14	15	2.29	34
1.5.7. Understand the basics of virtualization.	6	17	11	2.15	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 1.6: Basic Workstation Security					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
1.6.1. Understand the application and usage of common prevention methods.	3	19	12	2.26	34
1.6.2. Understand the differences in common security threats.	1	17	16	2.44	34
1.6.3. Demonstrate the implementation of best practices to secure a workstation.	5	14	15	2.29	34
1.6.4. Understand appropriate data destruction and disposal methods.	10	12	12	2.06	34
1.6.5. Understand and demonstrate basic wired and wireless network security.	3	15	16	2.38	34
<i>answered question</i>					34
<i>skipped question</i>					0

CONTENT STANDARD 2.0: NETWORKING TECHNOLOGIES					
Performance Standard 2.1: Basic Networking Concepts					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
2.1.1. Compare the layers of the OSI and TCP/IP models.	14	9	11	1.91	34
2.1.2. Classify how applications, devices, and protocols relate to the OSI model layers.	11	11	12	2.03	34
2.1.3. Explain the purpose and properties of IP addressing.	2	11	21	2.56	34
2.1.4. Explain the purpose and properties of routing and switching.	2	10	22	2.59	34
2.1.5. Identify common TCP and UDP well-known ports.	5	15	14	2.26	34
2.1.6. Explain the function of common networking protocols.	4	15	15	2.32	34
2.1.7. Summarize DNS concepts and its components.	4	13	17	2.38	34
2.1.8. Identify virtual network components.	10	7	16	2.18	33
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 2.2: Installation, Configuration and Troubleshooting					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
2.2.1. Configure network devices using basic CLI and/or GUI as appropriate.	2	13	19	2.50	34
2.2.2. Explain the purpose and properties of DHCP.	1	11	22	2.62	34
2.2.3. Troubleshoot common router and switch problems.	1	11	22	2.62	34
2.2.4. Design and implement a basic network.	3	9	22	2.56	34
2.2.5. Demonstrate appropriate use of hardware tools to troubleshoot connectivity issues.	3	7	24	2.62	34
2.2.6. Demonstrate appropriate use of software tools to troubleshoot connectivity issues.	0	10	24	2.71	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 2.3. Network Media and Topologies Installation and Configuration					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
2.3.1. Categorize standard media types and associated properties.	7	16	11	2.12	34
2.3.2. Categorize standard connector types based on network media.	7	17	10	2.09	34
2.3.3. Categorize WAN technology types and properties.	12	13	9	1.91	34
2.3.4. Troubleshoot common physical connectivity problems.	1	8	25	2.71	34
2.3.5. Compare and contrast different network physical and logical topologies.	8	13	13	2.15	34
2.3.6. Identify components of wiring distribution.	10	11	13	2.09	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 2.4: Network and Change Management					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
2.4.1. Identify and document the purpose and features of network devices.	3	19	12	2.26	34
2.4.2. Demonstrate best practices of network and configuration management.	8	14	12	2.12	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 2.5: Basic Network Security					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
2.5.1. Explain the methods of network access security.	4	15	15	2.32	34
2.5.2. Explain methods of user authentication.	5	16	13	2.24	34
2.5.3. Explain common threats, vulnerabilities, and mitigation techniques.	3	13	18	2.44	34
2.5.4. Install and configure a basic firewall.	5	11	18	2.38	34
2.5.5. Categorize different types of network security appliances and methods.	8	13	13	2.15	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 2.6: IP Addressing					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
2.6.1. Understand the importance of subnetting.	5	10	19	2.41	34
2.6.2. Demonstrate and apply prefix notation in subnetting.	10	10	14	2.12	34
2.6.3. Design, calculate, and apply subnet masks and addresses to fulfill given topology.	11	10	13	2.06	34
<i>answered question</i>					34
<i>skipped question</i>					0

Performance Standard 2.7: Configuration of Network Devices Using CLI and GUI Commands					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
2.7.1. Configure hostname, password and interface configuration.	4	9	21	2.50	34
2.7.2. Configure static and dynamic routing.	3	12	19	2.47	34
2.7.3. Verify network device configurations using investigative commands.	6	12	16	2.29	34
<i>answered question</i>					34
<i>skipped question</i>					0

CONTENT STANDARD 3.0: NETWORKING TECHNOLOGIES					
Performance Standard 3.1: Customer Service Communication Skills					
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
3.1.1. Listen actively and ask relevant questions to understand customer needs.	2	4	28	2.76	34
3.1.2. Communicate effectively with non-technical customers.	3	5	26	2.68	34
3.1.3. Deal professionally with frustrated customers.	2	7	25	2.68	34
<i>answered question</i>					34
<i>skipped question</i>					0