

**CONTENT STANDARD 1.0: PC HARDWARE****Performance Standard 1.1: Students Will Be Able To Identify, Install, and Configure PC Hardware**

- 1.1.1 Identify and understand motherboards and related components.
- 1.1.2 Identify and understand RAM types and features.
- 1.1.3 Identify and understand expansion card uses and differences.
- 1.1.4 Understand differences and use of storage devices and media types.
- 1.1.5 Identify and understand CPU types and features.
- 1.1.6 Learn about Power Supply Units.
- 1.1.7 Demonstrate custom configurations per customer needs.

**CONTENT STANDARD 2.0: NETWORKING TECHNOLOGIES****Performance Standard 2.1: Students Will Be Able To Identify and Explain Networking Technologies**

- 2.1.1 Identify network cables and connectors and their characteristics.
- 2.1.2 Explain TCP/IP characteristics and properties.  
Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics.
- 2.1.3 Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics.
- 2.1.4 Understand wireless networking standards and encryption types.
- 2.1.5 Demonstrate installation, configuration, and deployment of a Home office network.
- 2.1.6 Understand and explain different Internet connection types and features.
- 2.1.7 Understand different network devices, their functions, and features.
- 2.1.8 Identify and understand the use of connector types and associated cables.
- 2.1.9 Demonstrate the appropriate use of networking tools.

**CONTENT STANDARD 3.0: LAPTOPS****Performance Standard 3.1: Students Will Be Able To Identify, Install, and Configure Laptop and Related Hardware**

- 3.1.1 Demonstrate custom configurations per customer needs.
- 3.1.2 Install and configure laptop hardware and components.
- 3.1.3 Compare and contrast the components within the display of a laptop.
- 3.1.4 Compare and contrast laptop features.

**CONTENT STANDARD 4.0: PRINTERS****Performance Standard 4.1: Students Will Be Able To Explain The Differences Between The Various Printer Types and Understand The Associated Imaging Process**

- 4.1.1 Demonstrate the installation and configuration of various printers and associated hardware.
- 4.1.2 Given a scenario, install and configure printers.
- 4.1.3 Demonstrate and explain perform printer maintenance.

**CONTENT STANDARD 5.0: WORKPLACE READINESS****Performance Standard 5.1: Students Will Learn and Demonstrate Workplace Readiness Skills**

- 5.1.1 Understand and demonstrate appropriate safety procedures.
- 5.1.2 Understand and explain the impact of environmental controls.
- 5.1.3 Understand and demonstrate proper communication and professionalism.
- 5.1.4 Understand the fundamentals of dealing with prohibited content/activity.

**CONTENT STANDARD 6.0: OPERATING SYSTEMS****Performance Standard 6.1: Students Will Develop an Understanding of Microsoft Windows Operating Systems**

- 6.1.1 Understand the features and requirements of various Microsoft operating systems.
- 6.1.2 Demonstrate how to install, upgrade, and configure the operating system.
- 6.1.3 Understand and demonstrate the use of command line tools.
- 6.1.4 Understand and demonstrate Control Panel utilities and other operating system tools.
- 6.1.5 Understand Windows networking and configuration.
- 6.1.6 Understand and explain the differences in basic OS security settings.
- 6.1.7 Understand the basics of client-side virtualization.

**CONTENT STANDARD 7.0: SECURITY****Performance Standard 7.1: Students Will Understand and Demonstrate How To Secure A Network and A Workstation**

- 7.1.1 Understand the application and usage of common prevention methods.
- 7.1.2 Understand the differences in common security threats.
- 7.1.3 Demonstrate the implementation of best practices to secure a workstation.
- 7.1.4 Understand appropriate data destruction and disposal methods.
- 7.1.5 Understand and demonstrate how to secure a Home office wired and wireless network.

**CONTENT STANDARD 8.0: MOBILE DEVICES****Performance Standard 8.1: Students Will Develop an Understanding of Mobile Devices**

- 8.1.1 Understand the basic features of mobile operating systems.
- 8.1.2 Understand the basic network connectivity and configuring email.
- 8.1.3 Demonstrate the implementation of best practices to secure a workstation.
- 8.1.4 Understand how to secure mobile devices.
- 8.1.5 Understand and recognize differences in tablets and laptops.
- 8.1.6 Understand the configuration of mobile device synchronization.

**CONTENT STANDARD 9.0: TROUBLESHOOTING TECHNIQUES****Performance Standard 9.1: Students Will Demonstrate Proper OS and Workstation Troubleshooting Techniques**

- 9.1.1 Troubleshoot common problems with PC Hardware with the appropriate tools.
- 9.1.2 Troubleshoot hard drives and RAID with appropriate tools.
- 9.1.3 Troubleshoot video and displays.

- 9.1.4 Troubleshoot wired and wireless networks with appropriate tools.
- 9.1.5 Troubleshoot operating systems with appropriate tools.
- 9.1.6 Troubleshoot common laptop issues with appropriate tools.
- 9.1.7 Troubleshoot printers with appropriate tools.
- 9.1.8 Troubleshoot common security issues with appropriate tools and best practices.

## **CONTENT STANDARD 10.0: INDUSTRY TRENDS**

### **Performance Standard 10.1: Students Will Understand Current and Emerging Computer Based Technologies**

- 10.1.1 Demonstrate an understanding of the constant change of emerging technologies.