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.
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.