



Celebrating 100 Years of Career Readiness

2018-2019 Technical Skills Assessment Network Support

Results by Standard

Legend (%)		
0-50%	51-75%	76-100%

Assessment: Idaho Network Support Number tested: 46	% Correct 16-17	% Correct 17-18	% Correct 18-19
1) CONTENT STANDARD 1.0: END POINT TECHNOLOGIES	62.32%	75.96%	71.48%
1) Performance Standard 1.1: PC Hardware Configuration and Installation	75.56%	86.90%	81.37%
1.1.10 Identify when a field replacement unit is needed.	75.56%	86.90%	81.37%
2) Performance Standard 1.2: Fundamental Networking Technologies	60.49%	73.97%	69.67%
1.2.1 Identify network cables and connectors and their characteristics.	51.35%	56.35%	53.59%
1.2.2 Explain TCP/IP suite characteristics and properties.	88.41%	95.24%	96.08%
1.2.3 Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics	46.38%	76.19%	70.59%
1.2.4 Understand wireless networking standards and encryption types.	46.38%	92.86%	96.08%
1.2.7 Understand different network devices, their functions, and features.	43.00%	63.49%	50.33%
1.2.8 Demonstrate the appropriate use of field networking tools.	62.32%	76.19%	84.31%
1.2.9 Identify appropriate hardware and software tools to troubleshoot connectivity issues.	86.47%	85.71%	77.12%
5) Performance Standard 1.5: Operating Systems	60.73%	72.89%	66.97%
1.5.1 Understand the features and requirements of various operating systems.	57.86%	59.52%	49.02%
1.5.2 Demonstrate how to install, upgrade, and configure an operating system.	80.50%	89.68%	82.35%
1.5.4 Understand and demonstrate operating system tools and utilities.	67.78%	80.95%	70.59%
1.5.5 Understand networking and configuration of operating systems.	39.13%	51.59%	47.71%
1.5.6 Understand and explain the differences in basic OS security settings.	88.10%	91.67%	96.08%
6) Performance Standard 1.6: Basic Workstation Security	65.08%	79.96%	76.96%
1.6.1 Understand the application and usage of common prevention methods.	74.44%	84.92%	84.31%
1.6.2 Understand the differences in common security threats.	57.86%	80.95%	69.93%
1.6.3 Demonstrate the implementation of best practices to secure a workstation.	69.57%	88.10%	82.35%
1.6.5 Understand and demonstrate basic wired and wireless network security.	63.33%	71.43%	74.02%
2) CONTENT STANDARD 2.0: NETWORKING TECHNOLOGIES	50.62%	62.73%	59.46%
1) Performance Standard 2.1: Basic Networking Concepts	47.35%	69.60%	61.24%

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Number tested: 46			
2.1.3 Explain the purpose and properties of IP addressing.	34.30%	64.29%	57.52%
2.1.4 Explain the purpose and properties of routing and switching.	52.17%	67.46%	61.44%
2.1.5 Identify common TCP and UDP well-known ports.	35.51%	65.48%	60.78%
2.1.6 Explain the function of common networking protocols.	63.33%	76.19%	65.69%
2.1.7 Summarize DNS concepts and its components.	56.52%	75.40%	62.09%
2) Performance Standard 2.2: Installation, Configuration and Troubleshooting	57.41%	65.08%	64.18%
2.2.1 Configure network devices using basic CLI and/or GUI as appropriate.	53.33%	52.38%	52.94%
2.2.2 Explain the purpose and properties of DHCP.	57.00%	71.43%	65.36%
2.2.3 Troubleshoot common router and switch problems.	47.17%	57.14%	54.90%
2.2.4 Design and implement a basic network.	56.52%	69.05%	69.93%
2.2.5 Demonstrate appropriate use of hardware tools to troubleshoot connectivity issues.	61.59%	75.00%	71.57%
2.2.6 Demonstrate appropriate use of software tools to troubleshoot connectivity issues.	66.13%	64.29%	71.57%
3) Performance Standard 2.3: Network Media and Topologies Installation and Configuration	50.94%	64.29%	54.90%
2.3.4 Troubleshoot common physical connectivity problems.	54.35%	70.24%	62.75%
2.3.5 Compare and contrast different network physical and logical topologies.	28.57%	52.38%	39.22%
4) Performance Standard 2.4: Network and Change Management	62.26%	68.25%	60.13%
2.4.1 Identify and document the purpose and features of network devices.	62.26%	68.25%	60.13%
5) Performance Standard 2.5: Basic Network Security	53.43%	71.13%	70.10%
2.5.1 Explain the methods of network access security.	52.22%	61.90%	66.67%
2.5.2 Explain methods of user authentication.	36.96%	82.14%	80.39%
2.5.3 Explain common threats, vulnerabilities, and mitigation techniques.	76.81%	84.52%	77.45%
2.5.4 Install and configure a basic firewall.	33.33%	55.95%	55.88%
6) Performance Standard 2.6: IP Addressing	47.62%	34.92%	36.60%
2.6.1 Understand the importance of subnetting.	47.62%	34.92%	36.60%
7) Performance Standard 2.7: Configuration of Network Devices Using CLI and GUI Commands	34.11%	44.22%	45.38%
2.7.1 Configure hostname, password and interface configuration.	25.56%	39.29%	55.88%
2.7.2 Configure static and dynamic routing.	37.20%	40.48%	41.18%
2.7.3 Verify network device configurations using investigative commands.	35.56%	54.76%	41.18%
3) CONTENT STANDARD 3.0: CUSTOMER SERVICE	79.73%	88.10%	84.31%
1) Performance Standard 3.1: Customer Service Communication Skills	79.73%	88.10%	84.31%
3.1.1 Listen actively and ask relevant questions to understand customer needs.	49.28%	78.57%	60.78%
3.1.2 Communicate effectively with non-technical customers.	97.62%	88.10%	83.33%
3.1.3 Deal professionally with frustrated customers.	91.89%	91.27%	92.81%