

Computer Support Program Standards Criticality Survey 2018

CONTENT STANDARD 1.0: MOBILE DEVICES					
Performance Standard 1.1: Overview of Mobile Devices					
	Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
1.1.1	Explain safety procedures as related to mobile devices.	9	12	2	1.70
1.1.2	Demonstrate safety procedures associated with mobile devices.	10	10	3	1.70
1.1.3	Explain proper disposal of mobile devices.	12	9	2	1.57
1.1.4	Compare and contrast characteristics of various types of other mobile devices and features.	13	9	1	1.48
1.1.5	Explain how to use appropriate mobile device features.	9	10	4	1.78
1.1.6	Configure basic mobile device network connectivity and application support.	7	13	3	1.83
1.1.7	Demonstrate custom configurations per customer request.	7	10	6	1.96
Answered					23
Skipped					4

Performance Standard 1.2: Mobile Device Security					
Answer Choices		Nice to Know	Need to Know	Critical to Know	Rating Average
1.2.1	Configure secure wireless connection.	1	11	10	2.41
1.2.2	Explain the application and usage of common security protection methods.	2	15	6	2.17
1.2.3	Differentiate between common security threats.	4	13	6	2.09
1.2.4	Demonstrate the implementation of best practices and methods for securing mobile devices.	4	13	6	2.09
1.2.5	Explain appropriate data destruction and disposal methods.	5	11	7	2.09
1.2.6	Demonstrate how to connect a mobile device to a secure wired and wireless network.	2	12	9	2.30
Answered					23
Skipped					4

Performance Standard 1.3: Mobile Device Hardware				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Compare and contrast components within mobile devices.	14	7	2	1.48
Demonstrate how to configure accessories and ports.	10	11	2	1.65
Troubleshoot common mobile device hardware issues.	7	12	4	1.87
Answered				23
Skipped				4

Performance Standard 1.4: Mobile Device Software				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Describe the configuration of basic network connectivity and configuring email.	5	9	9	2.17
Describe the configuration of mobile device synchronization.	9	11	3	1.74
Compare and contrast mobile operating systems.	13	7	3	1.57
Troubleshoot mobile operating system (OS) and application issues.	6	13	4	1.91
Answered				23
Skipped				4

CONTENT STANDARD 2.0: NETWORKING				
Performance Standard 2.1: Overview of Networking				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Identify network cables and connectors and their characteristics.	0	10	12	2.55
Identify the use of common TCP / UDP ports, protocols, and their characteristics.	4	7	11	2.32
Install and configure a basic wired/wireless network.	2	8	12	2.45
Compare and contrast network protocols.	7	7	8	2.05
Compare and contrast wireless security protocols and authentication methods.	4	8	10	2.27
Explain the importance of physical security of network devices.	2	10	10	2.36
Compare and contrast common networking hardware devices.	3	8	11	2.36
Summarize properties and services provided by networked hosts.	7	6	9	2.09
Use appropriate hardware and software network tools.	4	6	12	2.36
Compare and contrast internet connection types, network types and their features.	5	9	8	2.14
Explain common network configuration concepts.	4	9	9	2.23
Explain remote access technology.	5	11	6	2.05
Answered				23
Skipped				4

CONTENT STANDARD 3.0: HARDWARE				
Performance Standard 3.1: Overview of Hardware				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Explain basic cable types, features, and their purposes, common connector types.	3	12	7	2.18
Understand and explain how to select and configure appropriate components for a custom PC configuration to meet customer specifications or needs.	6	10	6	2.00
Identify and understand RAM types and features.	6	11	5	1.95
Identify and understand expansion card uses and differences.	8	9	5	1.86
Understand and explain differences and use of storage devices and media types.	4	10	8	2.18
Identify and understand CPU types and features.	9	8	5	1.82
Summarize power supply types and features.	9	10	3	1.73
Understand and explain various peripheral types.	5	12	5	2.00
Answered				22
Skipped				5

Performance Standard 3.2: Printers				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Demonstrate the installation and maintenance of various print technologies.	7	9	6	1.95
Explain how to configure multifunction devices.	9	8	5	1.82
Answered				22
Skipped				5

CONTENT STANDARD 4.0: VIRTUALIZATION AND CLOUD COMPUTING				
Performance Standard 4.1: Concepts of Virtualization and Cloud Computing				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
4.1.1 Compare and contrast cloud computing concepts.	7	8	7	2.00
4.1.2 Understand and explain how to set up and configure client-side virtualization.	10	4	8	1.91
4.1.3 Compare and contrast different cloud computing platforms.	10	5	7	1.86
Answered				22
Skipped				5

CONTENT STANDARD 5.0: TROUBLESHOOTING				
Performance Standard 5.1: Troubleshooting Hardware				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.1.1 Explain and demonstrate safety procedures relating to hardware.	4	9	9	2.23
5.1.2 Demonstrate best practice methodology to resolve problems.	6	9	6	2.00
5.1.3 Troubleshoot common hardware problems with the appropriate tools.	5	10	7	2.09
5.1.4 Troubleshoot storage devices and redundant array of independent disks (RAID) with appropriate tools.	13	5	4	1.59
5.1.5 Troubleshoot video and displays.	5	10	7	2.09
5.1.6 Troubleshoot common mobile device issues with appropriate tools.	8	9	5	1.86
5.1.7 Troubleshoot printers with appropriate tools.	8	8	6	1.91
5.1.8 Troubleshoot common security issues with appropriate tools while aligning to industry-defined best practices.	5	9	8	2.14
Answered				22
Skipped				5

Performance Standard 5.2: Troubleshooting Software				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.2.1 Troubleshoot operating systems with appropriate tools.	2	11	9	2.32
5.2.2 Troubleshoot Microsoft Windows operating system problems.	1	9	12	2.50
5.2.3 Troubleshoot device security issues.	1	9	11	2.48
5.2.4 Explain best practice procedures for malware and virus removal.	1	10	11	2.45
Answered				22
Skipped				5

Performance Standard 5.3: Troubleshooting Networks				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.3.1 Troubleshoot wired and wireless networks with appropriate tools.	2	9	11	2.41
Answered				22
Skipped				5

CONTENT STANDARD 6.0: OPERATING SYSTEMS (OS)				
Performance Standard 6.1: Windows Operating System				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
6.1.1 Explain the features and requirements of Windows operating systems.	7	8	7	2.00
6.1.2 Demonstrate how to install, upgrade, and configure the operating system.	2	9	11	2.41
6.1.3 Demonstrate the use of command line tools.	5	10	7	2.09
6.1.4 Demonstrate Control Panel utilities and other operating system tools.	0	10	12	2.55
6.1.5 Recognize Windows networking and configuration.	0	10	12	2.55
6.1.6 Explain the differences in basic operating system security settings.	3	11	8	2.23
6.1.7 Identify the basics of scripting.	11	7	4	1.68
Answered				22
Skipped				5

Performance Standard 6.2: Other Operating Systems				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
6.2.1 Explain the basic features and tools of other operating systems (Linux, Mac operating systems, and so forth).	9	7	6	1.86
6.2.2 Demonstrate how to use basic features and tools of other operating systems (Linux, Mac operating systems, and so forth).	10	5	7	1.86
Answered				22
Skipped				5

CONTENT STANDARD 7.0: PROFESSIONALISM				
Performance Standard 7.1: Workplace Readiness				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
7.1.1 Demonstrate appropriate safety procedures.	5	8	9	2.18
7.1.2 Explain the impact of environmental controls.	10	8	4	1.73
7.1.3 Demonstrate proper communication and professionalism.	1	8	13	2.55
7.1.4 Understand the fundamentals of dealing with prohibited content/activity.	2	12	8	2.27
Answered				22
Skipped				5

Performance Standard 7.2: Operational Procedures				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Compare and contrast best practices associated with types of documentation for operational procedures.	10	9	3	1.68
Implement basic change management best practices with regard to operational procedures.	8	8	6	1.91
Implement basic disaster prevention and recovery methods.	6	10	6	2.00
Explain the processes for addressing prohibited content/activity.	4	12	6	2.09
Describe privacy, licensing, and policy concepts.	4	12	6	2.09
Explain the importance of keeping computer systems current with updates and patches.	1	14	7	2.27
Answered				22
Skipped				5

CONTENT STANDARD 8.0: INDUSTRY TRENDS				
Performance Standard 8.1: Current and Emerging Computer Based Technologies				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Describe current industry trends that reflect the constant change of emerging technologies.	9	9	4	1.77
Answered				22
Skipped				5