

## CONTENT STANDARD 1.0: MOBILE DEVICES

### Performance Standard 1.1: Overview of Mobile Devices

- 1.1.1 Explain safety procedures as related to mobile devices.
- 1.1.2 Demonstrate safety procedures associated with mobile devices.
- 1.1.3 Explain proper disposal of mobile devices.
- 1.1.4 Compare and contrast characteristics of various types of other mobile devices and features.
- 1.1.5 Explain how to use appropriate mobile device features.
- 1.1.6 Configure basic mobile device network connectivity and application support.
- 1.1.7 Demonstrate custom configurations per customer request.

### Performance Standard 1.2: Mobile Device Security

- 1.2.1 Configure secure wireless connection.
- 1.2.2 Explain the application and usage of common security protection methods.
- 1.2.3 Differentiate between common security threats.
- 1.2.4 Demonstrate the implementation of best practices and methods for securing mobile devices.
- 1.2.5 Explain appropriate data destruction and disposal methods.
- 1.2.6 Demonstrate how to connect a mobile device to a secure wired and wireless network.

### Performance Standard 1.3: Mobile Device Hardware

- 1.3.1 Compare and contrast components within mobile devices.
- 1.3.2 Demonstrate how to configure accessories and ports.
- 1.3.3 Troubleshoot common mobile device hardware issues.

### Performance Standard 1.4: Mobile Device Software

- 1.4.1 Describe the configuration of basic network connectivity and configuring email.
- 1.4.2 Describe the configuration of mobile device synchronization.
- 1.4.3 Compare and contrast mobile operating systems.
- 1.4.4 Troubleshoot mobile operating system (OS) and application issues.

## CONTENT STANDARD 2.0: NETWORKING

### Performance Standard 2.1: Overview of Networking

- 2.1.1 Identify network cables and connectors and their characteristics.
- 2.1.2 Identify the use of common TCP / UDP ports, protocols, and their characteristics.
- 2.1.3 Install and configure a basic wired/wireless network.
- 2.1.4 Compare and contrast network protocols.
- 2.1.5 Compare and contrast wireless security protocols and authentication methods.
- 2.1.6 Explain the importance of physical security of network devices.
- 2.1.7 Compare and contrast common networking hardware devices.
- 2.1.8 Summarize properties and services provided by networked hosts.
- 2.1.9 Use appropriate hardware and software network tools.
- 2.1.10 Compare and contrast internet connection types, network types and their features.
- 2.1.11 Explain common network configuration concepts.

2.1.12 Explain remote access technology.

## **CONTENT STANDARD 3.0: HARDWARE**

### **Performance Standard 3.1: Overview of Hardware**

- 3.1.1 Explain basic cable types, features, common connector types, and their purposes.
- 3.1.2 Explain how to select and configure appropriate components for a custom PC configuration to meet customer specifications.
- 3.1.3 Identify RAM types and features.
- 3.1.4 Identify expansion card uses and differences.
- 3.1.5 Explain differences and use of storage devices and media types.
- 3.1.6 Identify CPU types and features.
- 3.1.7 Summarize power supply types and features.
- 3.1.8 Explain various peripheral types.

### **Performance Standard 3.2: Printers**

- 3.2.1 Demonstrate the installation and maintenance of various print technologies.
- 3.2.2 Explain how to configure multifunction devices.

## **CONTENT STANDARD 4.0: VIRTUALIZATION AND CLOUD COMPUTING**

### **Performance Standard 4.1: Concepts of Virtualization and Cloud Computing**

- 4.1.1 Compare and contrast cloud computing concepts.
- 4.1.2 Understand and explain how to set up and configure client-side virtualization.
- 4.1.3 Compare and contrast different cloud computing platforms.

## **CONTENT STANDARD 5.0: TROUBLESHOOTING**

### **Performance Standard 5.1: Troubleshooting Hardware**

- 5.1.1 Explain and demonstrate safety procedures relating to hardware.
- 5.1.2 Demonstrate best practice methodology to resolve problems.
- 5.1.3 Troubleshoot common hardware problems with the appropriate tools.
- 5.1.4 Troubleshoot storage devices and redundant array of independent disks (RAID) with appropriate tools.
- 5.1.5 Troubleshoot video and displays.
- 5.1.6 Troubleshoot common mobile device issues with appropriate tools.
- 5.1.7 Troubleshoot printers with appropriate tools.
- 5.1.8 Troubleshoot common security issues with appropriate tools while aligning to industry-defined best practices.

### **Performance Standard 5.2: Troubleshooting Software**

- 5.2.1 Troubleshoot operating systems with appropriate tools.
- 5.2.2 Troubleshoot Microsoft Windows operating system problems.
- 5.2.3 Troubleshoot device security issues.
- 5.2.4 Explain best practice procedures for malware and virus removal.

### **Performance Standard 5.3: Troubleshooting Networks**

- 5.3.1 Troubleshoot wired and wireless networks with appropriate tools.

## **CONTENT STANDARD 6.0: OPERATING SYSTEMS (OS)**

## **Performance Standard 6.1: Windows Operating System**

- 6.1.1 Explain the features and requirements of Windows operating systems.
- 6.1.2 Demonstrate how to install, upgrade, and configure the operating system.
- 6.1.3 Demonstrate the use of command line tools.
- 6.1.4 Demonstrate Control Panel utilities and other operating system tools.
- 6.1.5 Recognize Windows networking and configuration.
- 6.1.6 Explain the differences in basic operating system security settings.
- 6.1.7 Identify the basics of scripting.

## **Performance Standard 6.2: Other Operating Systems**

- 6.2.1 Explain the basic features and tools of other operating systems (Linux, Mac operating systems, and so forth).
- 6.2.2 Demonstrate how to use basic features and tools of other operating systems (Linux, Mac operating systems, and so forth).

## **CONTENT STANDARD 7.0: PROFESSIONALISM**

### **Performance Standard 7.1: Workplace Readiness**

- 7.1.1 Demonstrate appropriate safety procedures.
- 7.1.2 Explain the impact of environmental controls.
- 7.1.3 Demonstrate proper communication and professionalism.
- 7.1.4 Understand the fundamentals of dealing with prohibited content/activity.

### **Performance Standard 7.2: Operational Procedures**

- 7.2.1 Compare and contrast best practices associated with types of documentation for operational procedures.
- 7.2.2 Implement basic change management best practices with regard to operational procedures.
- 7.2.3 Implement basic disaster prevention and recovery methods.
- 7.2.4 Explain the processes for addressing prohibited content/activity.
- 7.2.5 Describe privacy, licensing, and policy concepts.
- 7.2.6 Explain the importance of keeping computer systems current with updates and patches.

## **CONTENT STANDARD 8.0: INDUSTRY TRENDS**

### **Performance Standard 8.1: Current and Emerging Computer Based Technologies**

- 8.1.1 Describe current industry trends that reflect the constant change of emerging technologies.