2020-2021
Technical Skills Assessment
Network Support

Results by Standard

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

Assessment: Network Support Number tested: 27	% Correct 17-18	% Correct 18-19	% Correct 20-21
CONTENT STANDARD 1.0: END POINT TECHNOLOGIES	75.96%	71.48%	70.08%
Performance Standard 1.1: PC Hardware Configuration and Installation	86.90%	81.37%	85.00%
1.1.10 Identify when a field replacement unit is needed.	86.90%	81.37%	85.00%
Performance Standard 1.2: Fundamental Networking Technologies	73.97%	69.67%	64.89%
1.2.1 Identify network cables and connectors and their characteristics.	56.35%	53.59%	48.89%
1.2.2 Explain TCP/IP suite characteristics and properties.	95.24%	96.08%	86.67%
1.2.3 Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics.	76.19%	70.59%	61.67%
1.2.4 Understand wireless networking standards and encryption types.	92.86%	96.08%	90.00%
1.2.7 Understand different network devices, their functions, and features.	63.49%	50.33%	54.44%
1.2.8 Demonstrate the appropriate use of field networking tools.	76.19%	84.31%	71.67%
1.2.9 Identify appropriate hardware and software tools to troubleshoot connectivity issues.	85.71%	77.12%	73.33%
Performance Standard 1.5: Operating Systems	72.89%	66.97%	68.21%
1.5.1 Understand the features and requirements of various operating systems.	59.52%	49.02%	55.56%
1.5.2 Demonstrate how to install, upgrade, and configure an operating system.	89.68%	82.35%	87.78%
1.5.4 Understand and demonstrate operating system tools and utilities.	80.95%	70.59%	70.00%
1.5.5 Understand networking and configuration of operating systems.	51.59%	47.71%	45.56%
1.5.6 Understand and explain the differences in basic OS security settings.	91.67%	96.08%	90.00%
Performance Standard 1.6: Basic Workstation Security	79.96%	76.96%	76.11%
1.6.1 Understand the application and usage of common prevention methods.	84.92%	84.31%	81.11%
1.6.2 Understand the differences in common security threats.	80.95%	69.93%	72.22%
1.6.3 Demonstrate the implementation of best practices to secure a workstation.	88.10%	82.35%	91.67%
1.6.5 Understand and demonstrate basic wired and wireless network security.	71.43%	74.02%	67.50%
CONTENT STANDARD 2.0: NETWORKING TECHNOLOGIES	62.73%	59.46%	58.97%
Performance Standard 2.1: Basic Networking Concepts	69.60%	61.24%	62.31%

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2.1.3 Explain the purpose and properties of IP addressing.	64.29%	57.52%	53.33%
2.1.4 Explain the purpose and properties of routing and switching.	67.46%	61.44%	60.00%
2.1.5 Identify common TCP and UDP well-known ports.	65.48%	60.78%	60.00%
2.1.6 Explain the function of common networking protocols.	76.19%	65.69%	73.33%
2.1.7 Summarize DNS concepts and its components.	75.40%	62.09%	67.78%
Performance Standard 2.2: Installation, Configuration and Troubleshooting	65.08%	64.18%	62.22%
2.2.1 Configure network devices using basic CLI and/or GUI as appropriate.	52.38%	52.94%	51.67%
2.2.2 Explain the purpose and properties of DHCP.	71.43%	65.36%	58.89%
2.2.3 Troubleshoot common router and switch problems.	57.14%	54.90%	55.56%
2.2.4 Design and implement a basic network.	69.05%	69.93%	65.56%
2.2.5 Demonstrate appropriate use of hardware tools to troubleshoot connectivity issues.	75.00%	71.57%	71.67%
2.2.6 Demonstrate appropriate use of software tools to troubleshoot connectivity issues.	64.29%	71.57%	73.33%
Performance Standard 2.3: Network Media and Topologies Installation and Configuration	64.29%	54.90%	60.00%
2.3.4 Troubleshoot common physical connectivity problems.	70.24%	62.75%	63.33%
2.3.5 Compare and contrast different network physical and logical topologies.	52.38%	39.22%	53.33%
Performance Standard 2.4: Network and Change Management	68.25%	60.13%	67.78%
2.4.1 Identify and document the purpose and features of network devices.	68.25%	60.13%	67.78%
Performance Standard 2.5: Basic Network Security	71.13%	70.10%	67.50%
2.5.1 Explain the methods of network access security.	61.90%	66.67%	61.67%
2.5.2 Explain methods of user authentication.	82.14%	80.39%	81.67%
2.5.3 Explain common threats, vulnerabilities, and mitigation techniques.	84.52%	77.45%	88.33%
2.5.4 Install and configure a basic firewall.	55.95%	55.88%	38.33%
Performance Standard 2.6: IP Addressing	34.92%	36.60%	35.56%
2.6.1 Understand the importance of subnetting.	34.92%	36.60%	35.56%
Performance Standard 2.7: Configuration of Network Devices Using CLI and GUI Commands	44.22%	45.38%	41.90%
2.7.1 Configure hostname, password and interface configuration.	39.29%	55.88%	41.67%
2.7.2 Configure static and dynamic routing.	40.48%	41.18%	42.22%
2.7.3 Verify network device configurations using investigative commands.	54.76%	41.18%	41.67%
CONTENT STANDARD 3.0: CUSTOMER SERVICE	88.10%	84.31%	87.78%
Performance Standard 3.1: Customer Service Communication Skills	88.10%	84.31%	87.78%
3.1.1 Listen actively and ask relevant questions to understand customer needs.	78.57%	60.78%	63.33%
3.1.2 Communicate effectively with non-technical customers.	88.10%	83.33%	90.00%
3.1.3 Deal professionally with frustrated customers.	91.27%	92.81%	94.44%