Networking Support Program Standards Criticality Survey 2015

1. Personal Qualities and People Skills			
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.	1	6	27	2.76
Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.	0	5	29	2.85
Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.	0	11	23	2.68
Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.	3	19	12	2.26
Demonstrate diversity awareness by working well with all customers and co-workers.	1	14	19	2.53
Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues.	5	15	14	2.26
Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.	5	15	14	2.26
			Answered	**34**
			Skipped	**0**

2. Professional Knowledge and Skills

Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.	2	9	23	2.62
Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.	0	14	20	2.59
Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.	0	7	27	2.79
Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.	5	20	9	2.12
Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.	9	13	12	2.09
Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.	3	17	13	2.30
Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.	9	16	9	2.00
Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.	4	17	12	2.24
Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks.	18	11	5	1.62
Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.	3	12	19	2.47
			Answered	34
			Skipped	0

3. Technology Knowledge and Skills				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.	3	17	14	2.32
Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.	0	11	23	2.68
Demonstrate proper Internet use and security by using the Internet appropriately for work.	3	12	19	2.47
Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.	1	23	10	2.26
			Answered	**34**
			Skipped	**0**

CONTENT STANDARD 1.0: END POINT TECHNOLOGIES				
Performance Standard 1.1: PC Hardware Configuration and Installation				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
1.1.1 Identify and understand motherboards and related components.	17	10	7	1.71
1.1.2 Identify and understand RAM types and features.	15	14	5	1.71
1.1.3 Identify and understand expansion card uses and differences.	15	14	5	1.71
1.1.4 Understand differences and use of storage devices and media types.	12	14	8	1.88
1.1.5 Identify and understand CPU types and features.	17	12	5	1.65
1.1.6 Identify power supply requirements and select appropriate unit for a system.	14	12	8	1.82
1.1.7 Demonstrate custom configurations per customer needs.	15	11	8	1.79
1.1.8 Identify and understand the use of connector types and associated cables.	10	15	9	1.97
1.1.9 Demonstrate the installation and configuration of peripheral devices.	11	10	13	2.06
1.1.10 Identify when a field replacement unit is needed.	4	17	13	2.26
			Answered	34
			Skipped	0

Performance Standard 1.2: Fundamental Networking Technologies				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
1.2.1 Identify network cables and connectors and their characteristics.	3	15	16	2.38
1.2.2 Explain TCP/IP suite characteristics and properties.	7	15	12	2.15
1.2.3 Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics.	7	11	16	2.26
1.2.4 Understand wireless networking standards and encryption types.	9	12	13	2.12
1.2.5 Demonstrate installation, configuration, and deployment of a home office network.	9	16	9	2.00
1.2.6 Understand and explain different Internet connection types and features.	4	20	10	2.18
1.2.7 Understand different network devices, their functions, and features.	1	16	17	2.47
1.2.8 Demonstrate the appropriate use of field networking tools.	3	16	15	2.35
1.2.9 Identify appropriate hardware and software tools to troubleshoot connectivity issues.	2	8	24	2.65
			Answered	**34**
			Skipped	**0**

Performance Standard 1.4: Printer and Imaging Hardware				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
1.4.1 Identify and explain the different types and use of printers.	16	15	3	1.62
1.4.2 Understand and explain the different imaging processes.	24	9	1	1.32
1.4.3 Identify proper basic printer maintenance.	21	10	3	1.47
			Answered	**34**
			Skipped	**0**

Performance Standard 1.5: Operating Systems				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
1.5.1 Understand the features and requirements of various operating systems.	1	19	14	2.38
1.5.2 Demonstrate how to install, upgrade, and configure an operating system.	5	10	19	2.41
1.5.3 Understand and demonstrate the use of command line tools.	9	10	15	2.18
1.5.4 Understand and demonstrate operating system tools and utilities.	3	15	16	2.38
1.5.5 Understand networking and configuration of operating systems.	2	13	19	2.50
1.5.6 Understand and explain the differences in basic OS security settings.	5	14	15	2.29
1.5.7 Understand the basics of virtualization.	6	17	11	2.15
			Answered	**34**
			Skipped	**0**

Performance Standard 1.6: Basic Workstation Security				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
1.6.1 Understand the application and usage of common prevention methods.	3	19	12	2.26
1.6.2 Understand the differences in common security threats.	1	17	16	2.44
1.6.3 Demonstrate the implementation of best practices to secure a workstation.	5	14	15	2.29
1.6.4 Understand appropriate data destruction and disposal methods.	10	12	12	2.06
1.6.5 Understand and demonstrate basic wired and wireless network security.	3	15	16	2.38
			Answered	**34**
			Skipped	**0**

CONTENT STANDARD 2.0: NETWORKING TECHNOLOGIES				
Performance Standard 2.1: Basic Networking Concepts				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
2.1.1 Compare the layers of the OSI and TCP/IP models.	14	9	11	1.91
2.1.2 Classify how applications, devices, and protocols relate to the OSI model layers.	11	11	12	2.03
2.1.3 Explain the purpose and properties of IP addressing.	2	11	21	2.56
2.1.4 Explain the purpose and properties of routing and switching.	2	10	22	2.59
2.1.5 Identify common TCP and UDP well-known ports.	5	15	14	2.26
2.1.6 Explain the function of common networking protocols.	4	15	15	2.32
2.1.7 Summarize DNS concepts and its components.	4	13	17	2.38
2.1.8 Identify virtual network components.	10	7	16	2.18
			Answered	**34**
			Skipped	**0**

Performance Standard 2.2: Installation, Configuration and Troubleshooting				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
2.2.1 Configure network devices using basic CLI and/or GUI as appropriate.	2	13	19	2.50
2.2.2 Explain the purpose and properties of DHCP.	1	11	22	2.62
2.2.3 Troubleshoot common router and switch problems.	1	11	22	2.62
2.2.4 Design and implement a basic network.	3	9	22	2.56
2.2.5 Demonstrate appropriate use of hardware tools to troubleshoot connectivity issues.	3	7	24	2.62
2.2.6 Demonstrate appropriate use of software tools to troubleshoot connectivity issues.	0	10	24	2.71
			Answered	**34**
			Skipped	**0**

Performance Standard 2.3: Network Media and Topologies Installation and				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
2.3.1 Categorize standard media types and associated properties.	7	16	11	2.12
2.3.2 Categorize standard connector types based on network media.	7	17	10	2.09
2.3.3 Categorize WAN technology types and properties.	12	13	9	1.91
2.3.4 Troubleshoot common physical connectivity problems.	1	8	25	2.71
2.3.5 Compare and contrast different network physical and logical topologies.	8	13	13	2.15
2.3.6 Identify components of wiring distribution.	10	11	13	2.09
			Answered	34
			Skipped	0

Performance Standard 2.4: Network and Change Management				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
2.4.1 Identify and document the purpose and features of network devices.	3	19	12	2.26
2.4.2 Demonstrate best practices of network and configuration management.	8	14	12	2.12
			Answered	
			Skipped	

Performance Standard 2.5: Basic Network Security				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
2.5.1 Explain the methods of network access security.	4	15	15	2.32
2.5.2 Explain methods of user authentication.	5	16	13	2.24
2.5.3 Explain common threats, vulnerabilities, and mitigation techniques.	3	13	18	2.44
2.5.4 Install and configure a basic firewall.	5	11	18	2.38
2.5.5 Categorize different types of network security appliances and methods.	8	13	13	2.15
			Answered	34
			Skipped	0

Performance Standard 2.6: IP Addressing				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
2.6.1 Understand the importance of subnetting.	5	10	19	2.41
2.6.2 Demonstrate and apply prefix notation in subnetting.	10	10	14	2.12
2.6.3 Design, calculate, and apply subnet masks and addresses to fulfill given topology.	11	10	13	2.06
			Answered	**34**
			Skipped	**0**

Performance Standard 2.7: Configuration of Network Devices Using CLI and GUI Commands				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
2.7.1 Configure hostname, password and interface configuration.	4	9	21	2.50
2.7.2 Configure static and dynamic routing.	3	12	19	2.47
2.7.3 Verify network device configurations using investigative commands.	6	12	16	2.29
			Answered	**34**
			Skipped	**0**

CONTENT STANDARD 3.0: NETWORKING TECHNOLOGIES				
Performance Standard 3.1: Customer Service Communication Skills				
Answer Choices	**Nice to Know**	**Need to Know**	**Critical to Know**	**Rating Average**
3.1.1 Listen actively and ask relevant questions to understand customer needs.	2	4	28	2.76
3.1.2 Communicate effectively with non-technical customers.	3	5	26	2.68
3.1.3 Deal professionally with frustrated customers.	2	7	25	2.68
			Answered	**34**
			Skipped	**0**