



2023-2024

Technical Skills Assessment

Network Support

Results by Standard

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

Assessment: Network Support Number tested: 26	% Correct 20-21	% Correct 21-22	% Correct 22-23	% Correct 23-24
CONTENT STANDARD 1.0: END POINT TECHNOLOGIES	70.08%	69.14%	71.16%	72.38%
Performance Standard 1.1: PC Hardware Configuration and Installation	85.00%	82.69%	89.44%	81.67%
1.1.10 Identify when a field replacement unit is needed.	85.00%	82.69%	89.44%	81.67%
Performance Standard 1.2: Fundamental Networking Technologies	64.89%	65.90%	69.48%	68.22%
1.2.1 Identify network cables and connectors and their characteristics.	48.89%	48.72%	58.69%	53.33%
1.2.2 Explain TCP/IP suite characteristics and properties.	86.67%	94.23%	92.96%	100.00%
1.2.3 Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics.	61.67%	55.77%	65.49%	63.33%
1.2.4 Understand wireless networking standards and encryption types.	90.00%	80.77%	78.87%	96.67%
1.2.7 Understand different network devices, their functions, and features.	54.44%	55.13%	58.22%	58.89%
1.2.8 Demonstrate the appropriate use of field networking tools.	71.67%	67.31%	72.54%	66.67%
1.2.9 Identify appropriate hardware and software tools to troubleshoot connectivity issues.	73.33%	85.26%	81.22%	76.67%
Performance Standard 1.5: Operating Systems	68.21%	65.38%	64.90%	72.82%
1.5.1 Understand the features and requirements of various operating systems.	55.56%	49.36%	69.48%	61.11%
1.5.2 Demonstrate how to install, upgrade, and configure an operating system.	87.78%	76.92%	64.79%	87.78%
1.5.4 Understand and demonstrate operating system tools and utilities.	70.00%	60.58%	54.93%	76.67%
1.5.5 Understand networking and configuration of operating systems.	45.56%	52.56%	48.36%	51.11%
1.5.6 Understand and explain the differences in basic OS security settings.	90.00%	96.15%	92.96%	96.67%
Performance Standard 1.6: Basic Workstation Security	76.11%	75.00%	77.00%	75.56%
1.6.1 Understand the application and usage of common prevention methods.	81.11%	83.97%	85.45%	71.11%
1.6.2 Understand the differences in common security threats.	72.22%	70.51%	76.53%	82.22%
1.6.3 Demonstrate the implementation of best practices to secure a workstation.	91.67%	92.31%	92.96%	91.67%
1.6.5 Understand and demonstrate basic wired and wireless network security.	67.50%	62.98%	63.03%	65.83%
CONTENT STANDARD 2.0: NETWORKING TECHNOLOGIES	58.97%	57.95%	60.73%	63.27%
Performance Standard 2.1: Basic Networking Concepts	62.31%	60.80%	63.38%	70.77%

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2.1.3 Explain the purpose and properties of IP addressing.	53.33%	62.18%	61.97%	73.33%
2.1.4 Explain the purpose and properties of routing and switching.	60.00%	50.64%	60.56%	60.00%
2.1.5 Identify common TCP and UDP well-known ports.	60.00%	59.62%	64.08%	65.00%
2.1.6 Explain the function of common networking protocols.	73.33%	75.00%	66.90%	78.33%
2.1.7 Summarize DNS concepts and its components.	67.78%	60.90%	64.79%	77.78%
Performance Standard 2.2: Installation, Configuration and Troubleshooting	62.22%	62.69%	61.69%	63.11%
2.2.1 Configure network devices using basic CLI and/or GUI as appropriate.	51.67%	50.96%	42.25%	36.67%
2.2.2 Explain the purpose and properties of DHCP.	58.89%	58.97%	58.69%	63.33%
2.2.3 Troubleshoot common router and switch problems.	55.56%	58.33%	54.93%	60.00%
2.2.4 Design and implement a basic network.	65.56%	69.23%	75.59%	70.00%
2.2.5 Demonstrate appropriate use of hardware tools to troubleshoot connectivity issues.	71.67%	73.08%	65.49%	71.67%
2.2.6 Demonstrate appropriate use of software tools to troubleshoot connectivity issues.	73.33%	66.35%	71.13%	75.00%
Performance Standard 2.3: Network Media and Topologies Installation and Configuration	60.00%	53.85%	50.23%	64.44%
2.3.4 Troubleshoot common physical connectivity problems.	63.33%	62.50%	57.75%	65.00%
2.3.5 Compare and contrast different network physical and logical topologies.	53.33%	36.54%	35.21%	63.33%
Performance Standard 2.4: Network and Change Management	67.78%	60.90%	67.61%	72.22%
2.4.1 Identify and document the purpose and features of network devices.	67.78%	60.90%	67.61%	72.22%
Performance Standard 2.5: Basic Network Security	67.50%	68.99%	74.65%	71.67%
2.5.1 Explain the methods of network access security.	61.67%	67.31%	68.31%	58.33%
2.5.2 Explain methods of user authentication.	81.67%	75.96%	81.69%	85.00%
2.5.3 Explain common threats, vulnerabilities, and mitigation techniques.	88.33%	85.58%	95.07%	85.00%
2.5.4 Install and configure a basic firewall.	38.33%	47.12%	53.52%	58.33%
Performance Standard 2.6: IP Addressing	35.56%	32.05%	41.78%	38.89%
2.6.1 Understand the importance of subnetting.	35.56%	32.05%	41.78%	38.89%
Performance Standard 2.7: Configuration of Network Devices Using CLI and GUI Commands	41.90%	41.48%	47.48%	46.19%
2.7.1 Configure hostname, password and interface configuration.	41.67%	33.65%	43.66%	35.00%
2.7.2 Configure static and dynamic routing.	42.22%	44.87%	45.07%	41.11%
2.7.3 Verify network device configurations using investigative commands.	41.67%	44.23%	54.93%	65.00%
CONTENT STANDARD 3.0: CUSTOMER SERVICE	87.78%	81.09%	91.08%	84.44%
Performance Standard 3.1: Customer Service Communication Skills	87.78%	81.09%	91.08%	84.44%
3.1.1 Listen actively and ask relevant questions to understand customer needs.	63.33%	61.54%	80.28%	53.33%
3.1.2 Communicate effectively with non-technical customers.	90.00%	77.88%	90.85%	90.00%

Assessment: Network Support	% Correct	% Correct	% Correct	% Correct
Number tested: 26	20-21	21-22	22-23	23-24
3.1.3 Deal professionally with frustrated customers.	94.44%	89.74%	94.84%	91.11%