



Information Technology Service and Support 2018-19 State Results

Statistics data includes students taking exams in the original testing period and includes students retaking exams. The Score Distribution and Standards performance tables show results for original testing period only for accurate evaluation of live testing performance.

Statistics

| Categories | Performance |
|-----------------|-------------|
| Participants | 276 |
| Pass Rate | 126 |
| Pass Percentage | 45.7% |
| Average Score | 62.8 |
| Cut Score | 66 |

Score Distribution

| % Range | # Scores in Range |
|---------|-------------------|
| 0-16 | 0 |
| 16-26 | 0 |
| 26-36 | 6 |
| 36-46 | 19 |
| 46-56 | 57 |
| 56-66 | 72 |
| 66-76 | 57 |
| 76-86 | 35 |
| 86-96 | 3 |
| 96-100 | 0 |

Information Technology - Service and Support

1) CONTENT STANDARD 1.0: IDENTIFY AND UTILIZE SAFETY PROCEDURES AND PROPER TOOLS



1) PERFORMANCE STANDARD 1.1 : DEMONSTRATE GENERAL LAB SAFETY RULES AND PROCEDURES



1) 1.1.1 Demonstrate the proper use of safety devices



2) 1.1.2 Research the environmental impact of production, use and disposal of technology materials



2) PERFORMANCE STANDARD 1.2: UTILIZE INDUSTRY STANDARD TOOLS



1) 1.2.1 Explain common tools used in computer repair



2) 1.2.2 Demonstrate the use of common tools



3) 1.2.3 Select the proper tool for diagnostic and troubleshooting procedures



2) CONTENT STANDARD 2.0: ASSEMBLE COMPUTER HARDWARE



1) PERFORMANCE STANDARD 2.1: CLASSIFY HARDWARE



1) 2.1.1 Use industry standard vocabulary



2) 2.1.2 Describe the use of each of the classifications of hardware components



3) 2.1.3 Categorize the various types of power supplies



4) 2.1.4 Differentiate between the form factors of motherboards



5) 2.1.5 Describe various levels and types of memory and storage devices



7) 2.1.7 Differentiate between various CPU types and cooling types



2) PERFORMANCE STANDARD 2.2: TROUBLESHOOT COMMON PROBLEMS



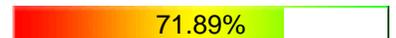
1) 2.2.1 Explain troubleshooting theory



2) 2.2.2 Explain key terms and acronyms used in diagnostic testing and troubleshooting



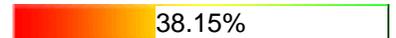
3) 2.2.3 Describe common symptoms for a given discrepancy



4) 2.2.4 Develop a solution for a given discrepancy



5) 2.2.5 Document the solution



3) PERFORMANCE STANDARD 2.3: INSTALL AND CONFIGURE HARDWARE



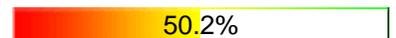
1) 2.3.1 Select components appropriate to customer needs



3) 2.3.3 Install and configure internal peripherals, e.g., TV tuner adapter, sound cards, graphic cards



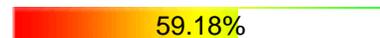
4) 2.3.4 Install and configure external peripherals, e.g., display devices, printers, scanners



3) CONTENT STANDARD 3.0: INSTALL, CONFIGURE, AND SECURE COMPUTER SOFTWARE



1) PERFORMANCE STANDARD 3.1: EVALUATE OPERATING SYSTEM (OS) SOFTWARE



1) 3.1.1 Use industry standard vocabulary



3) 3.1.3 Explain various features and tools of operating systems



4) 3.1.4 Select appropriate operating system features and tools based on customer needs



5) 3.1.5 Install and secure operating systems



2) PERFORMANCE STANDARD 3.2: TROUBLESHOOT COMMON OS PROBLEMS



2) 3.2.2 Identify common symptoms for a given discrepancy



3) 3.2.3 Develop a solution for a given discrepancy



4) 3.2.4 Document the solution



3) PERFORMANCE STANDARD 3.3: UNDERSTAND AND UTILIZE SECURITY SETTINGS



2) 3.3.2 Implement best practices to secure a workstation



4) CONTENT STANDARD 4.0: UNDERSTAND THE NEED FOR CUSTOMER SERVICE



1) PERFORMANCE STANDARD 4.1: COMMUNICATE EFFECTIVELY WITH CUSTOMERS



1) 4.1.1 Analyze customer needs by asking relevant questions



2) 4.1.2 Address customers concerns without using jargon, slang, or acronyms



3) 4.1.3 Implement security best practices with customers sensitive information and data



5) CONTENT STANDARD 5.0: MAINTAIN AND SUPPORT OTHER DEVICES



1) PERFORMANCE STANDARD 5.1: CONFIGURE LAPTOPS AND MOBILE DEVICES



3) 5.1.3 Compare and contrast mobile operating systems



5) 5.1.5 Establish network connectivity to configure applications



2) PERFORMANCE STANDARD 5.2: INSTALL PRINTERS



2) 5.2.2 Install and configure printers



3) 5.2.3 Perform regular printer maintenance



6) CONTENT STANDARD 6.0: DEMONSTRATE NETWORKING CONCEPTS



1) PERFORMANCE STANDARD 6.1: DESCRIBE TYPES OF NETWORK CABLES AND CONNECTORS AND THEIR USES



| | |
|--|--------|
| 1) 6.1.1 Evaluate network cables and connectors for appropriate use | 53.82% |
| 2) PERFORMANCE STANDARD 6.2: EXPLAIN TRANSITION CONTROL PROTOCOL/INTERNET PROTOCOL (TCP/IP) AND THEIR PURPOSE | 70.32% |
| 1) 6.2.1 Define TCP/IP | 86.35% |
| 2) 6.2.2 Explain how data is transmitted over a network | 73.09% |
| 3) 6.2.3 Explain the properties and characteristics of TCP/IP | 69.34% |
| 4) 6.2.4 Create a simple network addressing scheme | 58.77% |
| 3) PERFORMANCE STANDARD 6.3: COMPARE AND CONTRAST WIRELESS NETWORKING STANDARDS | 57.35% |
| 2) 6.3.2 Compare and contrast authentication and encryption | 63.25% |
| 3) 6.3.3 Explain the properties of secure wireless networks | 53.41% |
| 5) PERFORMANCE STANDARD 6.5 : UTILIZE NETWORK DEVICES | 60.54% |
| 2) 6.5.2 Configure network devices | 60.54% |
| 7) CONTENT STANDARD 7.0: IMPLEMENT SECURITY PROTOCOLS | 56.88% |
| 1) PERFORMANCE STANDARD 7.1: APPLY PHYSICAL AND DIGITAL SECURITY PRACTICES | 48.59% |
| 4) 7.1.4 Implement best practices to secure a workstation | 48.59% |
| 2) PERFORMANCE STANDARD 7.2: COMPARE SECURITY THREATS | 61.85% |
| 1) 7.2.1 Identify common security threats, e.g., virus, malware, social engineering | 56.63% |
| 2) 7.2.2 Describe methods to prevent breeches in security, e.g., pass phrase, OS patch management, disabling unused accounts | 63.15% |