

Unit/Standard Number

**Computer System Networking and Telecommunications
CIP 11.0901
Task Grid**

**Proficiency Level
Achieved:
(X) Indicates
Competency
Achieved to Industry
Proficiency Level**

Secondary Competency Task List

100	PERSONAL AND ENVIRONMENTAL SAFETY	
101	List common causes of accidents and injuries in a computer facility.	
102	Wear personal protective equipment.	
103	List and identify safety hazard symbols.	
104	Review Safety Data Sheets (SDS) and explain their requirements in handling hazardous materials.	
105	Describe types of fire extinguishers and explain which types to use for extinguishing various fires.	
106	Use safe procedures to follow when lifting and carrying heavy objects.	
107	Describe the importance of safety as it relates to environmental issues.	
108	Identify potential hazards when working with power supplies.	
109	Identify proper disposal procedures for batteries and display devices.	
110	Identify proper disposal procedures for chemical solvents and pressurized cans.	
111	Prevent Electro Static Discharge conditions.	
112	Describe the meaning and importance of the Energy Star Rating System.	
113	Configure a computer's power management settings to maximize energy efficiency.	
114	Maintain safe work area to avoid common accidents and injuries.	
200	COMPUTER HARDWARE	
201	Categorize storage devices and backup media.	
202	Categorize the different types of computer cases.	
203	Explain motherboard components, types and features.	
204	Categorize power supplies types and characteristics.	
205	Explain the purpose and characteristics of CPUs and their features.	
206	Explain cooling methods and devices.	
207	Compare and contrast memory types, characteristics and their purpose.	
208	Distinguish between the different display devices and their characteristics.	
209	Summarize the function and types of adapter cards.	
210	Install and configure peripherals and input devices.	
211	Configure and optimize portable devices such as: laptops, tablets, and smart devices.	
212	Install and configure printers.	
213	Install configure and maintain personal computer components.	
214	Detect problems, troubleshoot, and repair/replace desk top and laptop computer components.	
215	Diagnose and repair common printer issues.	
300	TROUBLESHOOTING, REPAIR AND MAINTENANCE	

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301	Apply industry standard troubleshooting methods.	
302	Identify common hardware and operating system symptoms and their causes.	
303	Use troubleshooting methods and tools for printers.	
304	Identify common laptop issues and determine the appropriate basic troubleshooting method.	
305	Integrate common preventative maintenance techniques.	
306	RESERVED	
400	OPERATING SYSTEMS AND SOFTWARE	
401	Identify different operating systems by their features.	
402	Use various user interfaces.	
403	Install and configure an operating system.	
404	Explain boot sequences, methods and startup utilities for various operating systems.	
405	Select the appropriate commands and options to troubleshoot and resolve problems.	
406	Differentiate between various operating system directory structures.	
407	Use system utilities/tools and evaluate the results.	
408	Troubleshoot common OS and software issues.	
409	Manage local users, groups and institute local security policies.	
410	Install and configure a network and workstation operating system.	
500	NETWORK TECHNOLOGIES	
501	Explain the function of common networking protocols, such as FTP, TCP/IP suite, DHCP, DNS, etc.	
502	Identify commonly used TCP and UDP default ports, including TCP ports: FTP – 20, 21, SSH – 22, TELNET – 23, HTTP – 80, etc.	
503	Identify the following address formats, including IPv6, IPv4, MAC addressing.	
504	Evaluate the proper use of addressing technologies and addressing schemes, including: subnetting: classful vs. classless, NAT, PAT, SNAT, public vs. private, DHCP, addressing schemes: unicast, multicast, broadcast, etc.	
505	Identify common IPv4 and IPv6 routing protocols, including link state, distance vector, and hybrid protocols.	
506	Explain the purpose and properties of routing, including IGP vs. EGP, static vs. dynamic, next hop, interpret routing tables and how they pertain to path selection, explain convergence (steady state).	
507	Identify the characteristics of wireless communication standards, including 802.11 standards: speeds, distance, channels, frequency, authentication and encryption.	
508	Identify the basic elements of unified communication technology such as: VoIP, Video, Real Time Services, POS and UC devices	
509	Implement technologies that support cloud and virtualization such as: virtual hardware, SANs, IaaS, SaaS, and PaaS.	
600	NETWORK MEDIA AND TOPOLOGIES	
601	Categorize standard cable types and their properties including: UTP, STP, coaxial, fiber; plenum vs. non-plenum properties: transmission speeds, distance, duplex, noise immunity, frequency.	

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602	Identify common connector types, including UTP, STP, coaxial, and fiber.	
603	Identify common physical network topologies.	
604	Differentiate and fabricate cables according to TIA/EIA 568A and 568B standards, including patch, crossover, and rollover cables.	
605	Categorize common WAN technology types and properties.	
606	Categorize common LAN technology types and ethernet properties: CSMA/CD, broadcast, collision, bonding, speed, distance.	
607	Explain common logical network topologies and their characteristics, including peer to peer and client/server.	
608	Install components of wiring distribution, including vertical and horizontal cross connects, verify installation and termination.	
700	NETWORK DEVICES	
701	Install, configure and differentiate between common network connectivity devices.	
702	Identify the functions of specialized network devices such as, multilayer switch, content switch, IDS/IPS, load balancer, multifunction network devices, DNS server, bandwidth shaper, proxy server, CSU/DSU.	
703	Explain the advanced features of a switch such as, PoE, spanning tree, VLAN, trunking, port mirroring, port authentication, etc.	
704	Install a basic wireless network, including client configuration, access point placement and installation.	
705	Configure appropriate encryption, configure channels and frequencies, set ESSID and beacon, verify installation.	
800	NETWORK MANAGEMENT	
801	Explain, compare and contrast the layers of the TCP/IP and OSI models.	
802	Prepare physical and logical network diagrams, baselines, policies, procedures, and configurations and regulations.	
803	Evaluate the network based on configuration management documentation; such as: wiring schematics; physical and logical network diagrams; baselines; policies, procedures, and configurations to network devices and infrastructure; wiring schematics; physical and logical network diagrams; and, configurations and job logs as needed.	
804	Conduct network monitoring to identify performance and connectivity issues such as, packet sniffers, connectivity software, load testing, throughput testers, system logs, history logs, event logs.	
805	Perform network optimization.	
900	NETWORK TOOLS AND TROUBLESHOOTING	
901	Select the appropriate command line/graphical tools and interpret the output to verify functionality such as, Traceroute, Ipconfig, Ifconfig, Ping, Arp ping, Arp, Nslookup, Hostname, Dig, Mtr, Route, Nbtstat, Netstat.	
902	Use network scanners such as, packet sniffers, intrusion detection software, intrusion prevention software, port scanners.	
903	Select the appropriate hardware tools such as, cable testers, protocol analyzer, certifiers, TDR, OTDR, multimeter, toner probe, butt set, punch down tool, cable stripper, snips, voltage event recorder, temperature monitor.	
904	Implement network troubleshooting methodologies, including Information gathering – identify symptoms and problems, Identify the affected areas of the network.	
905	Describe and create an action plan and solution identifying potential effects, implement and test the solution, identify the results and effects of the solution, document the solution and the entire process.	

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906	Troubleshoot common wired and wireless connectivity issues and select an appropriate solution to include physical and logical issues.	
907	Troubleshoot and resolve common WAN issues such as: loss of connectivity, DNS, Router configurations, and default gateways	
1000	SECURITY FUNDAMENTALS	
1001	Configure hardware and software security devices such as, network based firewall, host based firewall, DMZ, IDS, IPS, VPN concentrator.	
1002	Implement features of a network firewall such as, application layer vs. network layer, stateful vs. stateless, scanning services, content filtering, signature identification, zones.	
1003	Configure network access security such as, ACL: MAC filtering, IP filtering tunneling and encryption: SSL VPN, VPN, L2TP, PPTP and related others.	
1004	Differentiate the principals of user authentication such as, PKI, Kerberos, AAA: RADIUS, TACACS+, network access control: 802.1x, CHAP, MS-CHAP, EAP.	
1005	Evaluate issues that affect device security such as, physical security and network access.	
1006	Identify and mitigate common security threats.	
1007	Demonstrate security features including BIOS security, password management, locking workstations, and biometrics.	
1008	Demonstrate basic forensic concepts such as: incident response, chain of custody, evidence preservation, and documentation	
1100	COMMUNICATON AND PROFESSIONALISM	
1101	Demonstrate the use of effective communication with customers such as: proper etiquette, active listening, cultural sensitivity.	
1102	Demonstrate techniques to solve customer problems.	
1103	Implement and adhere to acceptable use policies.	
1104	Demonstrate how to maintain customer confidentiality.	