



Pathway Assessment Blueprint

Information Support and Services



Test Code: 1131 / Version: 01

Specific Competencies and Skills Tested in this Assessment:

Information Technology Applications Technical Skills

- Use word processing, presentation software, and email applications to prepare communications
- Use spreadsheet and database applications to manage and communicate data and information
- Identify and select appropriate hardware components associated with information systems
- Identify and select appropriate security practices and applications and network services associated with information systems

Information Support and Services Technical Skills

- Perform computer user support
- Demonstrate knowledge of troubleshooting techniques
- Define functions of system administration and project management
- Identify and implement quality assurance processes (e.g., acceptable use policies, change monitoring, patch testing)

Academic Foundations

- Apply language arts skills in an IT environment
- Apply writing skills in an IT environment
- Apply mathematics skills in an IT environment
- Apply science skills in an IT environment

Systems

- Describe the relationship, roles, and responsibilities among IT professionals
- Analyze the impact on IT based on technological advances (e.g., wireless, SmartPhones, cloud computing)
- Identify standard terminology and basic concepts within IT

Ethics and Legal Responsibilities

- Apply appropriate laws, regulations, and industry standards to IT situations
- Identify ethical issues and demonstrate ethical behavior in IT situations

Specific Competencies and Skills continued:

Communications

- Locate, organize, and reference written information
- Utilize listening skills and interpret verbal/nonverbal (body language) behaviors to enhance communication
- Interpret and use tables, charts, and figures to support written and oral communication

Problem Solving, Critical Thinking, and Decision Making

- Locate credible sources of information about problems and determine appropriate methods for investigation causes
- Determine root causes of problems to suggest and evaluate solutions

Leadership and Teamwork

- Apply leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

Safety, Health, and Environmental

- Identify and practice appropriate safety procedures for IT occupations
- Identify and practice appropriate environmental procedures for IT occupations

Employability and Career Development

- Demonstrate appropriate workplace behaviors related to a career in IT
- Pursue career development skills to advance in IT careers
- Demonstrate knowledge of certifications appropriate for careers in IT

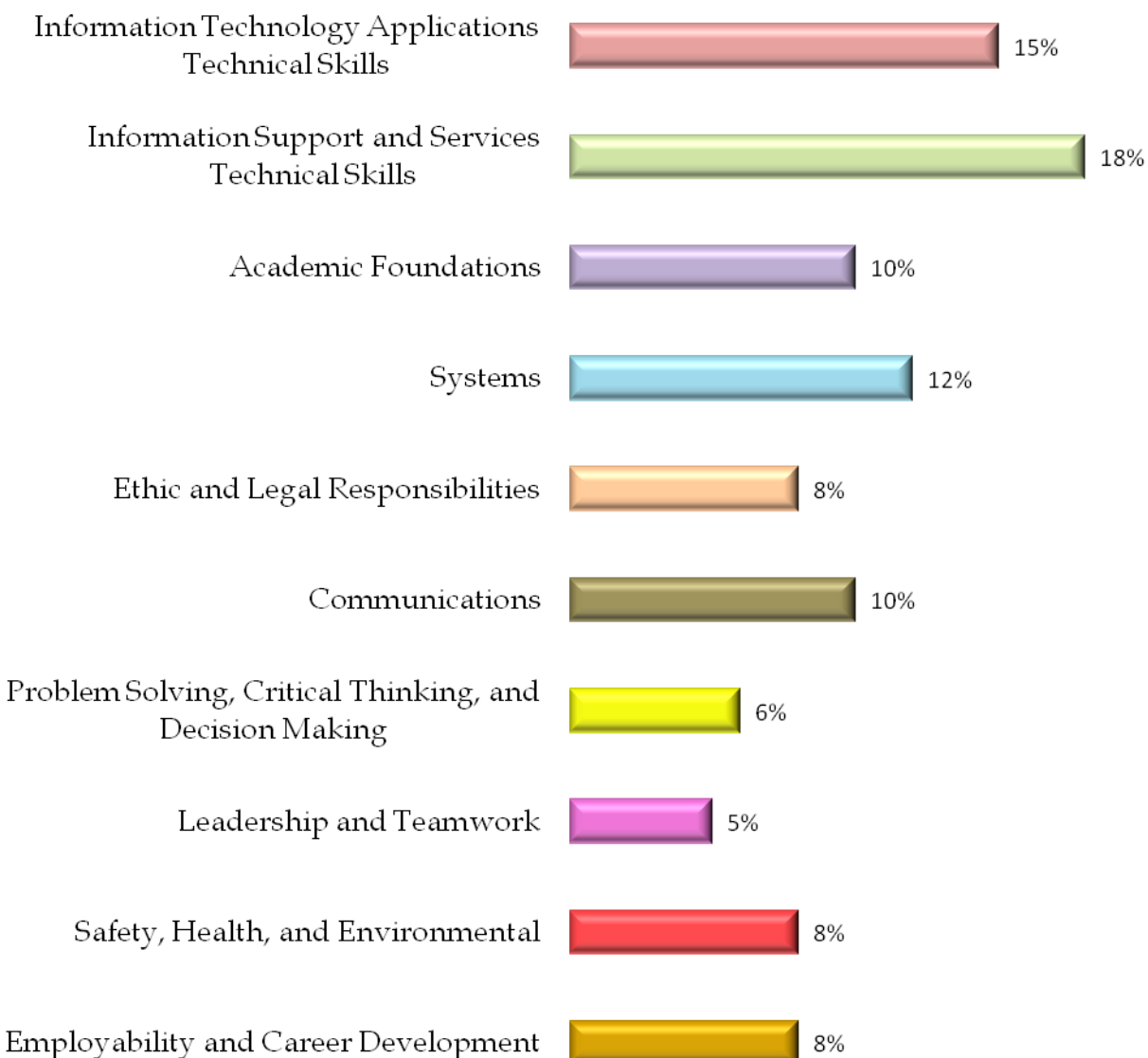


Written Assessment:

Administration Time: 2 hours

Number of Questions: 107

Areas Covered:



Sample Questions:

Fiber optic cable allows _____ waves to propagate down its length from end to end.

- A. light
- B. radio
- C. electrical
- D. sonic

A wireless personal area network is based on which of the following technologies?

- A. token ring
- B. 802.11b
- C. RFI
- D. Bluetooth®

The NIC is installed into

- A. the system board
- B. a port in the modem
- C. the CPU
- D. a CD-ROM drive

When a group is brainstorming possible solutions for a problem, one of the first steps is to

- A. only write down correct ideas
- B. criticize all recommendations
- C. discuss and rank each item
- D. record all comments and suggestions

A properly attached wrist strap decreases the chance of

- A. RFI
- B. ESP
- C. EMI
- D. ESD

OSI stands for

- A. open standard interface
- B. open standard interconnection
- C. open systems interconnection
- D. open serial interface

Sample Questions (continued)

When a user purchases application software with a single-use license, the user may

- A. copy the software to another CD to be used as a back-up
- B. allow a friend to copy the software onto another computer
- C. allow a co-worker to copy the software onto another computer
- D. copy the software to a network to be distributed

A 1-terabyte hard drive is how much larger than a 500-gigabyte hard drive?

- A. 2 times larger
- B. 5 times larger
- C. 10 times larger
- D. 1,000 times larger

To ensure that an old computer has been disposed of properly, the technician should

- A. call the service department 10 days after the equipment was delivered
- B. ask when the equipment will be processed
- C. request a certificate of completion once the work is done
- D. request a call upon demolition

CompTIA is a non-profit organization involved with

- A. computer operation systems in IT
- B. certifying organizations for IT
- C. comparison of IT products
- D. timing and independent assessment of IT