NETWORK SYSTEMS, INFORMATION SUPPORT AND SERVICES, INTERACTIVE MEDIA - PILOT

Test Code: 1140
Version: 01

Specific Competencies and Skills Tested in this Assessment:

Information Technology Applications
Identify the type of application to communicate information (e.g., word processing, spreadsheet, presentation, database software)
Use word processing, presentation software, and email applications to prepare communications
Identify and select appropriate security practices, applications and network services associated with information systems

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 of technological advances on IT (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

Communications
Locate, organize, and reference written information on the Internet or database
Utilize listening skills and interpret verbal/nonverbal (body language) behaviors to enhance communication
Interpret and analyze tables, charts, and figures to support written and oral communication
Information Technology Pathways - PILOT (continued)

**Problem Solving, Critical Thinking, and Decision Making**
Locate credible sources of information about problems and evaluate appropriate methods for investigating causes
Determine root causes of problems to suggest and evaluate solutions

**Leadership and Teamwork**
Apply leadership skills to improve the quality of work and the work environment
Work effectively in a team environment

**Safety, Health, and Environmental**
Identify and practice appropriate safety procedures for IT occupations
Identify and practice appropriate disposal and recycling procedures for IT occupations

**Employability and Career Development**
Demonstrate appropriate workplace behaviors related to a career in IT
Identify skills for career development to advance in the IT field
Demonstrate knowledge of certifications appropriate for careers in IT

**Network Systems**
Apply knowledge of network architecture and design
Identify customer needs and network requirements
Perform network maintenance and user support services
Identify and implement network security issues (e.g., WEP, WPA, passwords)

**Information Support and Services**
Apply customer service skills to provide user support
Demonstrate knowledge of troubleshooting techniques
Define functions of system administration
Identify and implement quality assurance processes (e.g., acceptable use policies, change monitoring, patch testing)
Identify and select appropriate hardware components associated with information systems
Identify various operating systems and their applications

**Interactive Media**
Identify and effectively use tools for interactive media production and development
Demonstrate knowledge of web programming, hosting, and e-commerce
Develop, test, and deliver quality interactive media products
Perform support functions and hardware selection for interactive media products
Written Assessment:

Administration Time: 2 hours
Number of Questions: 172

Areas Covered:

- 6% Information Technology Applications
- 10% Academic Foundations
- 7% Systems
- 5% Ethics and Legal Responsibilities
- 6% Communications
- 5% Problem Solving, Critical Thinking, and Decision Making
- 4% Leadership and Teamwork
- 5% Safety, Health, and Environmental
- 6% Employability and Career Development
- 15% Network Systems
- 19% Information Support and Services
- 12% Interactive Media

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 (PAN) is based on which of the following technologies?
   A. token ring
   B. 802.11b
   C. 802.11n
   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. critique vague 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

What component connects the PC to the network?
A. video card
B. NIC
C. CPU
D. parallel port

Which of the following is usually associated with Bluetooth connectivity?
A. PAN
B. LAN
C. WAN
D. MAN

User IDs, passwords, and access rights are all considered part of
A. user accounting
B. personal information
C. login requirements
D. logical security

The report of a network's initial state of operation is the
A. service state
B. upgrade
C. baseline
D. poll

Which of the following provides mass storage for user data?
A. RAM
B. ROM
C. video card
D. hard drive