# Information Support & Services II Course No. 10097 Credit: 1.0

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| **Student name:**  |  | **Graduation Date:** |  |

Pathways and CIP Codes:Information Support & Services (11.0301)

Course Description: **Technical Level:** a course designed for students who have chosen to pursue an Information Support and Services program of study to emphasize more advanced conceptual and practical skills necessary to identify, install, and manage relevant hardware and software in information systems. This should be a dual enrollment course with the student completing post-secondary credit hours in the Computer Support Specialist certification track (KBOR). Students should be completing preparatory competencies toward successful completion of the CompTIA Server+ or CompTIA A+ exams and attainment of certification. **\*\*Prerequisites: Foundations of Information Technology and Information Support & Services I or demonstration of all competencies therein.**

Directions:The following competencies are required for full approval of this course. Check the appropriate number to indicate the level of competency reached for learner evaluation.

**RATING SCALE:**

4. Exemplary Achievement: Student possesses outstanding knowledge, skills or professional attitude.

3. Proficient Achievement:Student demonstrates good knowledge, skills or professional attitude. Requires limited supervision.

2. Limited Achievement:Student demonstrates fragmented knowledge, skills or professional attitude. Requires close supervision.

1. Inadequate Achievement:Student lacks knowledge, skills or professional attitude.

0. No Instruction/Training:Student has not received instruction or training in this area.

## Benchmark 1: Advanced study of Information Support & Services with CompTIA+ certification.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 1.1 | Install, configure, and manage server hardware and server operating systems |  |
| 1.2 | Implement proper server hardening and security controls |  |
| 1.3 | Successfully troubleshoot common server problems |  |
| 1.4 | Demonstrate an understanding of key disaster recovery, high availability, and backup concepts |  |

## Benchmark 2: Click or tap here to enter text.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 2.1 | Configure, install and upgrade operating systems, including: Windows, Apple OS X, Linux, iOS, Android and Windows Mobile. |  |
| 2.2 | Install and image virtual machines |  |
| 2.3 | Set up and troubleshoot peripheral devices |  |
| 2.4 | Assemble and disassemble computing hardware |  |
| 2.5 | Set up and support basic home and small office networks |  |
| 2.6 | Implement cybersecurity controls appropriate to helpdesk and technical support roles |  |
| 2.7 | Troubleshoot and support end-user access to applications and data |  |

I certify that the student has received training in the areas indicated.

Instructor Signature:

For more information, contact:

CTE Pathways Help Desk

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