

INFORMATION TECHNOLOGY

A. Information Support and Services Pathway

A1.0 Students understand the potential impact of information systems in different organizations.

BENCHMARKS	COURSE TITLES				
A1.1 Evaluate the systems-development life cycle and develop appropriate plans to maintain a given system after assessing its impact on resources.					
A1.2 Evaluate support needs for different data and systems configurations.					
A1.3 Understand the necessity of and procedures for communicating and documenting technical support provided.					

Primary Delivery - **P**
Secondary Delivery - **S**

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A2.0 Students understand the process of systems implementation.

BENCHMARKS	COURSE TITLES				
A2.1 Understand how to develop the purpose and scope of a systems project.					
A2.2 Understand the criteria and processes for evaluating the functions of information systems.					
A2.3 Know the processes needed to install and maintain systems.					
A.2.4 Know appropriate documentation support for information systems.					

Primary Delivery - **P**
 Secondary Delivery - **S**

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A3.0 Students understand key aspects of project management.

BENCHMARKS	COURSE TITLES				
A3.1 Analyze business problems using functional and cost-benefit perspectives.					
A3.2 Know common organizational, technical, and financial risks associated with the implementation and use of systems.					
A3.3 Know the functions of various tools used to manage information systems development projects.					

Primary Delivery - **P**
 Secondary Delivery - **S**

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A4.0 Students understand the process necessary to accomplish a task by using effective resource management.

BENCHMARKS	COURSE TITLES				
A4.1 Know how to acquire, use, and manage both internal and external resources needed when supporting various organizational systems.					
A4.2 Understand how to identify and integrate various organizational systems to achieve maximum efficiency and effectiveness.					

Primary Delivery - **P**
 Secondary Delivery - **S**

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A5.0 Students understand the dynamics of systems management and control.

BENCHMARKS	COURSE TITLES				
A5.1 Know appropriate policies and procedures to ensure the security and integrity of management systems.					
A5.2 Investigate, evaluate, select, and use major types of systems applications and vendors, including retail, manufacturing, and service management.					

Primary Delivery - **P**
Secondary Delivery - **S**

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A6.0 Students understand how training and support ensure efficient, productive systems operation.

BENCHMARKS	COURSE TITLES				
A6.1 Analyze technical support needs.					
A6.2 Use technical writing and communication skills to work effectively with diverse groups of people.					
A6.3 Understand the principles of a customer-oriented service approach to users					

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A7.0 Students understand software applications and life-cycle phases.

BENCHMARKS	COURSE TITLES				
A7.1 Know common industry-standard software and its applications.					
A7.2 Evaluate the effectiveness of software to solve specific problems.					
A7.3 Know a variety of sources for reference materials (e.g., online help, vendor websites, online discussion groups, tutorials, and manuals).					
A7.4 Diagnose and solve application software problems.					
A7.5 Know current and emerging industry-standard technology and trends.					

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A8.0 Students understand the importance of reading, writing, and comprehension of documentation within a technical environment.

BENCHMARKS	COURSE TITLES				
A8.1 Know appropriate search procedures for different types of information, sources, and queries.					
A8.2 Evaluate the accuracy, relevance, and comprehensiveness of retrieved information.					
A8.3 Analyze the effectiveness of online information resources to support collaborative tasks, research, publications, communications, and increased productivity.					

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A9.0 Students understand and implement quality assurance processes.

BENCHMARKS	COURSE TITLES				
A9.1 Know the characteristics and functions of available quality assurance tools and procedures for a variety of situations.					
A9.2 Understand techniques for optimizing quality assurance processes.					

Primary Delivery - **P**
Secondary Delivery - **S**

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A10.0 Students understand and implement database management systems.

BENCHMARKS	COURSE TITLES				
A10.1 Know the variety of data types that are stored in database management systems.					
A10.2 Understand the ways in which application development tools can be used to create information systems.					
A10.3 Understand the various structures appropriate for specific applications within database management systems.					
A10.4 Understand the development process of database schema.					
A10.5 Understand the possibilities and limitations for converting data between databases and various applications.					

Primary Delivery - **P**
 Secondary Delivery - **S**