

INFORMATION TECHNOLOGY

C. Network Communications Career Pathway

C1.0 Students understand how to identify and analyze customer/organizational network system needs and requirements.

BENCHMARKS	COURSE TITLES				
C1.1 Evaluate emerging products, services, and business models in relation to the creation, setup, and management of network communication products and services.					
C1.2 Evaluate, create, and process voice, video, and data transmissions.					
C1.3 Understand the effective management of human, financial, and communications resources from the standpoint of both a user and a provider.					
C1.4 Diagram physical and logical layouts of network communication systems.					

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

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C2.0 Students understand and use various types of networking models.

BENCHMARKS	COURSE TITLES				
C2.1 Know the types of networks and their features of networking models.					
C2.2 Know how to implement a functional wired and wireless network, including installing and configuring components, software, and plug-ins.					
C2.3 Understand the functions of various network devices, including network connectivity hardware.					
C2.4 Distinguish between local area network and wide area network topologies and protocols.					
C2.5 Understand the differences between various network environments (e.g., peer-to-peer, client-server, thin client, n-tier, internetworks, intranets, and extranets).					
C2.6 Evaluate, select, and deploy a variety of network architectures and protocols.					
C2.7 Apply appropriate technologies to improve network performance.					

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

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BENCHMARKS	COURSE TITLES				
C2.8 Identify, analyze, and evaluate emerging communications technologies for use in organizations.					

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

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C3.0 Students understand network maintenance and user support services.

BENCHMARKS	COURSE TITLES				
C3.1 Know common customer policies and procedures including incident management and escalation.					
C3.2 Understand security procedures necessary to maintain and support a network.					
C3.3 Know the functions of common help desk tools and resources, such as incident tracking, knowledge database, and staffing.					
C3.4 Understand effective methods of disseminating information and instruction to users.					

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

INFORMATION TECHNOLOGY

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C4.0 Students understand network project management.

BENCHMARKS	COURSE TITLES				
C4.1 Analyze network system interdependencies and constraints.					
C4.2 Understand the processes used in managing and maintaining various types of electronic networks.					
C4.3 Understand implications of key protocols and international standards and their impact on data transmission.					

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

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C5.0 Students understand network communication applications and infrastructure.

BENCHMARKS	COURSE TITLES				
C5.1 Know the appropriate uses of communication services, products, and applications.					
C5.2 Use a variety of online services (e.g., purchasing, selling, tracking, communicating, banking, and investing).					
C5.3 Evaluate the features of communications software products in terms of their appropriateness to organization tasks.					
C5.4 Configure compatible systems across various platforms and media types.					

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

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C6.0 Students understand network administration through the monitoring of the information/network systems.

BENCHMARKS	COURSE TITLES				
C6.1 Understand the importance of classifying appropriate monitoring devices and procedures for quick identification and prevention of security violations.					
C6.2 Know policies and procedures for routine administration (e.g., user agreement, incident reporting, and recovery for users).					
C6.3 Know common potential risks and entrance points including internal and external risks, and the tools to neutralize them (e.g., firewalls; monitoring; and antivirus, spyware, and spam protection).					

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