

Theory and Foundation**Overall Expectations**

- TFV.01 · describe current hardware and software products;
- TFV.02 · describe computer networks and operating systems;
- TFV.03 · identify required procedures for the safe handling of electronic components;
- TFV.04 · define what constitutes good customer service practices.

Hardware, Interfaces, and Networking Systems

- TF1.01 – identify current hardware products and their uses;
- TF1.02 – explain the function of computer peripherals (e.g., mouse, keyboard, screen, printer, multimedia devices);
- TF1.03 – explain technical information in current computer advertisements;
- TF1.04 – identify current software products, their uses, and their hardware requirements;
- TF1.05 – specify criteria for the selection of software;
- TF1.06 – explain the hierarchical structure used to organize directories and files;
- TF1.07 – describe the advantages and disadvantages of networked versus stand-alone computing;
- TF1.08 – describe the concept of a global computer network;
- TF1.09 – explain the similarities and differences between local and wide area networks;
- TF1.10 – describe the requirements of different operating systems;
- TF1.11 – explain the correct procedures for handling components that use electrical power.

Customer Service

- TF2.01 – describe the importance of telephone etiquette and appropriate personal appearance and demeanor;
- TF2.02 – explain the importance of keeping records of customer contacts, including the following: customer name, contact information, date, time, description of technical problem, and proposed solution.

Skills and Processes**Overall Expectations**

- SPV.01 · follow maintenance and repair procedures;
- SPV.02 · use utility and application software effectively;
- SPV.03 · determine user computing requirements;
- SPV.04 · use network services effectively;
- SPV.05 · demonstrate professional customer service practices.

Hardware, Interfaces, and Networking Systems

- SP1.01 – recommend appropriate hardware and software based on user needs;
- SP1.02 – cost out computer systems accurately, including all components and peripherals;
- SP1.03 – properly set up and configure computer systems;
- SP1.04 – follow prescribed troubleshooting procedures effectively;
- SP1.05 – properly install and configure expansion components (e.g., video/network/modem cards, memory, secondary storage devices);
- SP1.06 – perform basic maintenance on peripherals;

- SP1.07 – use utility software to diagnose and correct problems;
- SP1.08 – install and update virus-checking software;
- SP1.09 – properly install and configure software upgrades;
- SP1.10 – use appropriately prescribed methods of handling computer hardware;
- SP1.11 – perform backup procedures effectively;
- SP1.12 – use network resources to gather product information;
- SP1.13 – maintain a glossary of computer terms and acronyms;
- SP1.14 – prepare storage media for use;
- SP1.15 – design effective home computer set-ups, including technical and ergonomic considerations.

Customer Service

- SP2.01 – use computer terminology correctly;
- SP2.02 – demonstrate an ability to communicate effectively with clients;
- SP2.03 – demonstrate an ability to deal with customers in an organized and professional manner;
- SP2.04 – maintain service logs effectively using a database and/or word processor;
- SP2.05 – develop installation and service procedures;
- SP2.06 – demonstrate an ability to follow peer-developed installation or service procedures.

Impact and Consequences

Overall Expectations

- ICV.01 · describe examples of ethical and non-ethical uses of computers;
- ICV.02 · identify skill sets required for the workplace;
- ICV.03 · describe workplace opportunities;
- ICV.04 · communicate and work effectively individually and in groups.

Specific Expectations

- IC1.01 – comply with ethical and acceptable policies for computer use;
- IC1.02 – identify social and computer skills that are important to employers;
- IC1.03 – describe job opportunities in local business and industry;
- IC1.04 – employ time management skills effectively in the completion of projects;
- IC1.05 – effectively communicate the results of projects both orally and in writing;
- IC1.06 – use appropriate strategies to avoid potential health and safety problems associated with computer use, such as musculo-skeletal disorders and eye strain.