



# Pathway Assessment Blueprint

## Information Support and Services



Test Code: 1131/ Version: 01

## General Assessment Information

### Blueprint Contents

General Assessment Information  
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**Test Type:** The Information Support and Services industry-based credential is included in NOCTI's Pathway assessment battery. Pathway assessments assess knowledge and skills at a broader level than the Job Ready assessments and focus on the Pathways established as part of the national career cluster model. Pathway assessments are delivered entirely online which allows NOCTI to include engaging interactive items.

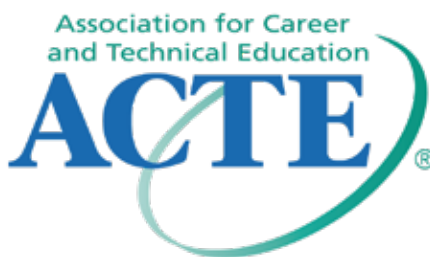
**Revision Team:** The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of California, Connecticut, Georgia, Michigan, Missouri, New Jersey, Oklahoma, and Pennsylvania.



11.0199-Computer and Information Sciences, Other



Career Cluster 11-Information Technology



The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!



NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE  
University of the State of New York - Regents Research Fund

In the lower division baccalaureate/associate degree category, 3 semester hours in Information Technology, Computing Fundamentals, or Business Communications

## Written Assessment

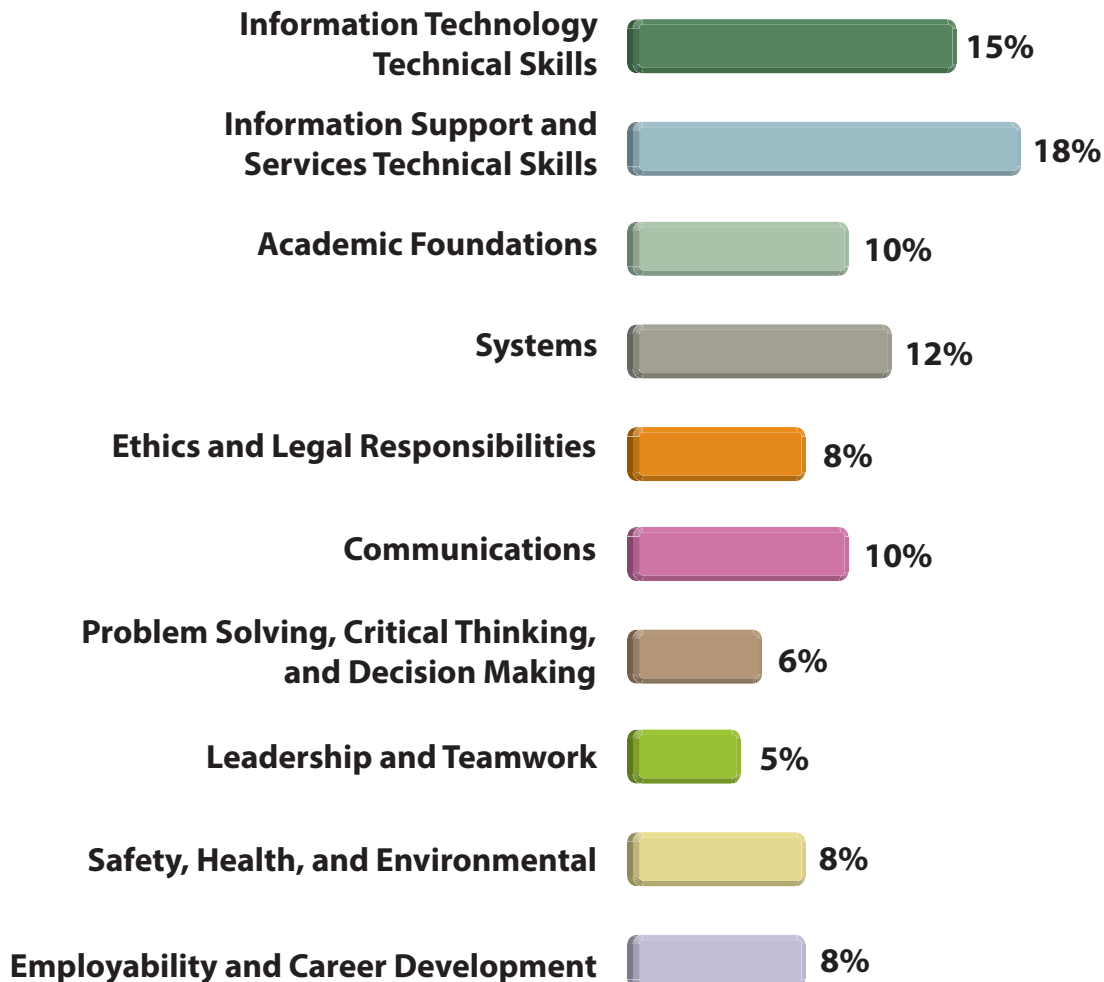
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

**Administration Time:** 2 hours

**Number of Questions:** 107

**Number of Sessions:** This assessment may be administered in one, two, or three sessions.

### Areas Covered



## Specific Standards and Competencies Included in this Assessment

### Information Technology Technical Skills

- Use word processing, presentation software, and email applications to prepare communications
- Use spreadsheet and database applications to manage and communicate data and information
- Identify and select appropriate hardware components associated with information systems
- Identify and select appropriate security practices and applications and network services associated with information systems

### Information Support and Services Technical Skills

- Perform computer user support
- Demonstrate knowledge of troubleshooting techniques
- Define functions of system administration and project management
- Identify and implement quality assurance processes (e.g., acceptable use policies, change monitoring, patch testing)

### 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 on IT based on technological advances (e.g., wireless, SmartPhones, cloud computing)
- Identify standard terminology and basic concepts within IT

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## Specific Standards and Competencies (continued)

### **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
- Utilize listening skills and interpret verbal/nonverbal (body language) behaviors to enhance communication
- Interpret and use tables, charts, and figures to support written and oral communication

### **Problem Solving, Critical Thinking, and Decision Making**

- Locate credible sources of information about problems and determine appropriate methods for investigating causes
- Determine root causes of problems to suggest and evaluate solutions



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## Specific Standards and Competencies (continued)

### **Leadership and Teamwork**

- Apply leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

### **Safety, Health, and Environmental**

- Identify and practice appropriate safety procedures for IT occupations
- Identify and practice appropriate environmental procedures for IT occupations

### **Employability and Career Development**

- Demonstrate appropriate workplace behaviors related to a career in IT
- Pursue career development skills to advance in IT careers
- Demonstrate knowledge of certifications appropriate for careers in IT



## 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 is based on which of the following technologies?**

- A. token ring
- B. 802.11b
- C. RFI
- 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. criticize all 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

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## Sample Questions (continued)

### **OSI stands for**

- A. open standard interface
- B. open standard interconnection
- C. open systems interconnection
- D. open serial interface

### **When a user purchases application software with a single-use license, the user may**

- A. copy the software to another CD to be used as a back-up
- B. allow a friend to copy the software onto another computer
- C. allow a co-worker to copy the software onto another computer
- D. copy the software to a network to be distributed

### **A 1-terabyte hard drive is how much larger than a 500-gigabyte hard drive?**

- A. 2 times larger
- B. 5 times larger
- C. 10 times larger
- D. 1,000 times larger

### **To ensure that an old computer has been disposed of properly, the technician should**

- A. call the service department 10 days after the equipment was delivered
- B. ask when the equipment will be processed
- C. request a certificate of completion once the work is done
- D. request a call upon demolition

### **CompTIA is a non-profit organization involved with**

- A. computer operating systems in IT
- B. certifying organizations for IT
- C. comparison of IT products
- D. timing and independent assessment of IT



## Notes