

DESE Model Curriculum: Network Administration (CIP Code: 11.0103)

GRADE LEVEL/UNIT TITLE: 11-12/Communications

COURSE INTRODUCTION						
<p>A knowledge and understanding of networking concepts prepare students for the career area of network administration. As technology advances, the demand will continue to increase for employees who are able to resolve computer network problems.</p> <p>Students apply problem-solving skills to business situations exploring computer maintenance activities. Students will analyze software problems, install software applications programs and customize defaults, connect components of a local area network, use basic network protocol, and troubleshoot network problems.</p>						
UNIT DESCRIPTION				SUGGESTED UNIT TIMELINE		
Students will learn about network policies and proposal, as well as the importance of customer service in network administration.				2 weeks		
				CLASS PERIOD (min.)		
				50		
ESSENTIAL QUESTIONS						
<ol style="list-style-type: none"> Why is customer service important? Why create network policies? Who else besides IT would be interested in a network proposal? 						
ESSENTIAL MEASURABLE LEARNING OBJECTIVES		NBEA STANDARD				DOK
1. Present solutions in a positive, tactful manner		IT-I.1	IT-V.2	COMM-I-A.3	COMM-I-D.1	2
		IT-I.2	IT-V.3	COMM-I-A.4	COMM-I-D.2	
		IT-I.3	IT-VIII.1	COMM-I-B.1	COMM-I-D.3	
		IT-I.4	IT-VIII.2	COMM-I-B.2	COMM-I-D.4	
		IT-IV.1	IT-VIII.3	COMM-I-B.3	COMM-IV.1	
		IT-IV.2	IT-XVI.2	COMM-I-C.1	COMM-IV.2	
		IT-IV.3	IT-XIV.3	COMM-I-C.2	COMM-III-A.2	
		IT-IV.4	COMM-I-A.1	COMM-I-C.3	COMM-III-A.3	
IT-V.1	COMM-I-A.2	COMM-I-C.4	COMM-III-A.4			
2. Present solutions in a positive, tactful manner		IT-I.1	IT-VIII.3	MGMT-VIII-A.4	COMM-I-C.4	3
		IT-I.2	IT-IX.1	MGMT-VIII.B.3	COMM-I-D.1	
		IT-I.3	IT-X.3	MGMT-VIII.B.4	COMM-I-D.2	
		IT-I.4	IT-X.4	COMM-I-A.1	COMM-I-D.3	
		IT-IV.1	IT-XVI.2	COMM-I-A.2	COMM-I-D.4	
		IT-IV.2	IT-XIV.3	COMM-I-A.3	COMM-IV.1	
		IT-IV.3	MGMT-IV-D.1	COMM-I-A.4	COMM-IV.2	
		IT-IV.4	MGMT-IV-D.2	COMM-I-B.1	COMM-III-A.2	

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	IT-V.1 IT-V.2 IT-V.3 IT-VIII.1 IT-VIII.2	MGMT-IV-D.3 MGMT-IV-D.4 MGMT-VIII-A.1 MGMT-VIII-A.2 MGMT-VIII-A.3	COMM-I-B.2 COMM-I-B.3 COMM-I-C.1 COMM-I-C.2 COMM-I-C.3	COMM-III-A.3 COMM-III-A.4 ENT-I-C.1 ENT-I-C.2 ENT-II-C.1	
3. Practice constructive problem solving with customers	IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 IT-II.2 IT-II.3 IT-II.4 IT-III.1 IT-III.2 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1	IT-V.2 IT-V.3 IT-VI.1 IT-VI.2 IT-VI.3 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-XII.2 IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.2 IT-XIV.3	MGMT-IV-D.1 MGMT-IV-D.2 MGMT-IV-D.3 MGMT-IV-D.4 MGMT-VIII-A.1 MGMT-VIII-A.2 MGMT-VIII-A.3 MGMT-VIII-A.4 MGMT-VIII.B.3 MGMT-VIII.B.4 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1	COMM-I-B.2 COMM-I-B.3 COMM-I-C.1 COMM-I-C.2 COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2 COMM-III-A.2 COMM-III-A.3 COMM-III-A.4	2
4. Describe software and hardware tools to support individuals with disabilities	IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 IT-II.2 IT-II.3 IT-II.4 IT-III.1 IT-III.2 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4	IT-V.1 IT-V.2 IT-V.3 IT-VI.1 IT-VI.2 IT-VI.3 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-IX.1 IT-X.3 IT-X.4 IT-XII.2 IT-XII.3	IT-XIII.2 IT-XIII.3 IT-XIII.4 MGMT-IV-D.1 MGMT-IV-D.2 MGMT-IV-D.3 MGMT-IV-D.4 MGMT-VIII-A.1 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1	COMM-I-B.2 COMM-I-B.3 COMM-I-C.1 COMM-I-C.2 COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2 COMM-IV.3	2

DESE Model Curriculum: Network Administration (CIP Code: 11.0103)

GRADE LEVEL/UNIT TITLE: 11-12/Communications

<p>5. Explain the need for network policy documentation</p>	<p>IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 IT-II.2 IT-II.3 IT-II.4 IT-III.1 IT-III.2 IT-V.1 IT-V.2 IT-V.3</p>	<p>IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-XII.2 IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.2 IT-XIV.3 MGMT-IV-D.1 MGMT-IV-D.2 MGMT-IV-D.3</p>	<p>MGMT-IV-D.4 MGMT-VIII-A.1 MGMT-VIII-A.2 MGMT-VIII-A.3 MGMT-VIII-A.4 MGMT-VIII.B.3 MGMT-VIII.B.4 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1</p>	<p>COMM-I-B.2 COMM-I-B.3 COMM-I-C.1 COMM-I-C.2 COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2</p>	<p align="center">2</p>
<p>6. Understand SLAs (Service Level Agreements)</p>	<p>IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 IT-II.2 IT-II.3 IT-II.4 IT-III.1</p>	<p>IT-III.2 IT-V.1 IT-V.2 IT-V.3 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-IX.1 IT-X.3</p>	<p>IT-X.4 IT-XII.2 IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.2 IT-XIV.3 MGMT-IV-D.1</p>	<p>MGMT-IV-D.2 MGMT-IV-D.3 MGMT-IV-D.4 MGMT-VIII-A.1 MGMT-VIII-A.2 MGMT-VIII-A.3 MGMT-VIII-A.4 MGMT-VIII.B.3 MGMT-VIII.B.4</p>	<p align="center">2</p>
<p>7. Create basic user and/or network administrator documentation</p>	<p>IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 IT-II.2 IT-II.3 IT-II.4 IT-III.1 IT-III.2 IT-IV.1 IT-IV.2</p>	<p>IT-IV.3 IT-IV.4 IT-V.1 IT-V.2 IT-V.3 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-IX.1 IT-X.3 IT-X.4 IT-XII.2</p>	<p>IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.2 IT-XIV.3 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1 COMM-I-B.2</p>	<p>COMM-I-B.3 COMM-I-C.1 COMM-I-C.2 COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2</p>	<p align="center">2</p>

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GRADE LEVEL/UNIT TITLE: 11-12/Communications

8. Demonstrate effective telephone support skills	IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-V.1 IT-V.2 IT-V.3 IT-VIII.1 IT-VIII.2 IT-VIII.3	IT-XII.2 IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.2 IT-XIV.3 COMM-I-A.1 COMM-I-A.2	COMM-I-A.3 COMM-I-A.4 COMM-I-B.1 COMM-I-B.2 COMM-I-B.3 COMM-I-C.1 COMM-I-C.2 COMM-I-C.3 COMM-I-C.4	COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2 COMM-III-A.2 COMM-III-A.3 COMM-III-A.4	2
9. Demonstrate effective technical correspondence etiquette (including e-mail, text, chat, and work orders)	IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-III.1 IT-III.2 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1 IT-V.2 IT-V.3 IT-VI.1 IT-VI.2	IT-VI.3 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-IX.1 IT-X.3 IT-X.4 IT-XII.2 IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.2 IT-XIV.3 MGMT-IV-D.1	MGMT-IV-D.2 MGMT-IV-D.3 MGMT-IV-D.4 MGMT-VIII-A.1 MGMT-VIII-A.2 MGMT-VIII-A.3 MGMT-VIII-A.4 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1 COMM-I-B.2 COMM-I-B.3 COMM-I-C.1	COMM-I-C.2 COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2 COMM-III-A.2 COMM-III-A.3 COMM-III-A.4 ENT-I-C.1 ENT-I-C.2 ENT-II-C.1	2
10. Present an oral proposal for a network installation	IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 IT-II.2 IT-II.3 IT-II.4 IT-III.1	IT-VI.3 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-IX.1 IT-X.3 IT-X.4 IT-XII.2 IT-XII.3	IT-XVI.2 IT-XIV.3 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1 COMM-I-B.2 COMM-I-B.3	COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2 COMM-III-A.2	2

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	IT-III.2 IT-VI.1 IT-VI.2	IT-XIII.2 IT-XIII.3 IT-XIII.4	COMM-I-C.1 COMM-I-C.2	COMM-III-A.3 COMM-III-A.4	
11. Prepare a written request for proposal	IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 IT-II.2 IT-II.3 IT-II.4 IT-III.1 IT-III.2 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1 IT-V.2	IT-V.3 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-IX.1 IT-X.3 IT-X.4 IT-XII.2 IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.2 IT-XIV.3 MGMT-IV-D.1 MGMT-IV-D.2	MGMT-IV-D.3 MGMT-IV-D.4 MGMT-VIII-A.1 MGMT-VIII-A.2 MGMT-VIII-A.3 MGMT-VIII-A.4 MGMT-VIII.B.3 MGMT-VIII.B.4 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1 COMM-I-B.2 COMM-I-B.3	COMM-I-C.1 COMM-I-C.2 COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2 COMM-III-A.2 COMM-III-A.3 COMM-III-A.4 ENT-V-D.1 ENT-V-D.2	2
12. Create technical correspondence	IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1 IT-V.2 IT-V.3 IT-VIII.1 IT-VIII.2 IT-VIII.3	IT-IX.1 IT-X.3 IT-X.4 IT-XII.2 IT-XII.3 IT-XIII.2 IT-XIII.3 IT-XIII.4 IT-XVI.1 IT-XVI.2 IT-XIV.3 MGMT-IV-D.1 MGMT-IV-D.2 MGMT-IV-D.3	MGMT-IV-D.4 MGMT-VIII-A.1 MGMT-VIII-A.2 MGMT-VIII-A.3 MGMT-VIII-A.4 MGMT-VIII.B.3 MGMT-VIII.B.4 COMM-I-A.1 COMM-I-A.2 COMM-I-A.3 COMM-I-A.4 COMM-I-B.1 COMM-I-B.2 COMM-I-B.3	COMM-I-C.1 COMM-I-C.2 COMM-I-C.3 COMM-I-C.4 COMM-I-D.1 COMM-I-D.2 COMM-I-D.3 COMM-I-D.4 COMM-IV.1 COMM-IV.2 COMM-III-A.2 COMM-III-A.3 COMM-III-A.4	2

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OBJ. #	INSTRUCTIONAL STRATEGIES
1-12	Teacher lectures and demonstrates proper technical communication skills. Teacher leads students in guided practice.
1-12	Teacher provides study guides to assist students.
OBJ. #	INSTRUCTIONAL ACTIVITIES
1-12	Students take notes on proper communication skills and practice.
1-12	Students utilize study guides.