

DESE Model Curriculum

GRADE LEVEL/UNIT TITLE: 11-12/Troubleshooting

Course Code: 034354

CIP Code: 11.0103

COURSE INTRODUCTION:

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.

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.

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|--|---|------------------------|----------------------------------|------------|----------|-----|
| UNIT DESCRIPTION: | | | SUGGESTED UNIT TIMELINE: 2 WEEKS | | | |
| Students will learn to follow structured troubleshooting procedures. | | | CLASS PERIOD (min.): 50 MINUTES | | | |
| ESSENTIAL QUESTIONS: | | | | | | |
| 1. Why follow a structured troubleshooting procedure? | | | | | | |
| | | | | | | |
| ESSENTIAL MEASURABLE LEARNING OBJECTIVES | CCSS LEARNING GOALS (Anchor Standards/Clusters) | CROSSWALK TO STANDARDS | | | | |
| | | GLEs/ CLEs | PS | CCSS | OTHER | DOK |
| 1. Verify client access to network resources | | | | RI11-12.1 | IT-I.1 | 2 |
| | | | | RI11-12.2 | IT-I.2 | |
| | | | | RI11-12.3 | IT-I.3 | |
| | | | | RI11-12.4 | IT-I.4 | |
| | | | | RI11-12.5 | IT-II.1 | |
| | | | | RI11-12.6 | IT-II.2 | |
| | | | | RI11-12.7 | IT-II.3 | |
| | | | | RI11-12.10 | IT-II.4 | |
| | | | | SL11-12.1 | IT-III.1 | |
| | | | | SL111-12.2 | IT-III.2 | |
| | | | | SL11-12.3 | IT-III.3 | |
| | | | | SL11-12.4 | IT-III.4 | |
| | | | | SL11-12.5 | IT-IV.1 | |
| | | | | SL11-12.6 | IT-IV.2 | |
| | | | | L11-12.1 | IT-IV.3 | |
| | | | | L11-12.2 | IT-IV.4 | |
| | | | | L11-12.3 | IT-V.1 | |
| | | | | L11-12.4 | IT-V.2 | |

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| | | | | L11-12.4 | IT-V.3 | |
| | | | | L11-12.5 | IT-V.4 | |
| | | | | L11-12.6 | IT-VIII.1 | |
| | | | | RST11-12.1 | IT-VIII.2 | |
| | | | | RST11-12.2 | IT-VIII.3 | |
| | | | | RST11-12.3 | IT-VIII.4 | |
| | | | | RST11-12.4 | IT-IX.1 | |
| | | | | RST11-12.5 | IT-X.3 | |
| | | | | RST11-12.6 | IT-X.4 | |
| | | | | RST11-12.7 | IT-XII.2 | |
| | | | | RST11-12.8 | IT-XII.3 | |
| | | | | RST11-12.9 | IT-XIV.1 | |
| | | | | RST11-12.10 | IT-XIV.2 | |
| | | | | WHST11-12.1 | IT-XIV.3 | |
| | | | | WHST11-12.2 | COMM-I-A.1 | |
| | | | | WHST11-12.4 | COMM-I-A.2 | |
| | | | | WHST11-12.5 | COMM-I-A.3 | |
| | | | | WHST11-12.6 | COMM-I-A.4 | |
| | | | | WHST11-12.7 | COMM-I-B.1 | |
| | | | | WHST11-12.8 | COMM-I-B.2 | |
| | | | | WHST11-12.9 | COMM-I-B.3 | |
| | | | | WHST11-12.10 | 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 | |

DESE Model Curriculum

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| | | | | | COMM-IV.1 COMM-IV.2 | |
|--|--|--|--|---|---|----------|
| 2. Utilize existing technical resources for problem resolution (e.g., Internet, technical manuals, e-mail) | | | | RI11-12.1 RI11-12.2 RI11-12.3 RI11-12.4 RI11-12.5 RI11-12.6 RI11-12.7 RI11-12.10 SL11-12.1 SL11-12.2 SL11-12.3 SL11-12.4 SL11-12.5 SL11-12.6 L11-12.1 L11-12.2 L11-12.3 L11-12.4 L11-12.4 L11-12.5 L11-12.6 RST11-12.1 RST11-12.2 RST11-12.3 RST11-12.4 RST11-12.5 RST11-12.6 | 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-III.3 IT-III.4 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1 IT-V.2 IT-V.3 IT-V.4 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-VIII.4 IT-IX.1 IT-X.3 IT-X.4 | 3 |

DESE Model Curriculum

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|---|--|--|--|---|--|----------|
| | | | | RST11-12.7 RST11-12.8 RST11-12.9 RST11-12.10 WHST11-12.1 WHST11-12.2 WHST11-12.4 WHST11-12.5 WHST11-12.6 WHST11-12.7 WHST11-12.8 WHST11-12.9 WHST11-12.10 | IT-XII.2 IT-XII.3 IT-XIV.1 IT-XIV.2 IT-XIV.3 | |
| 3. Identify sources of electromagnetic and radio frequency interference | | | | RI11-12.1 RI11-12.2 RI11-12.3 RI11-12.4 RI11-12.5 RI11-12.6 RI11-12.7 RI11-12.10 SL11-12.1 SL11-12.2 SL11-12.3 SL11-12.4 SL11-12.5 SL11-12.6 L11-12.6 RST11-12.1 | 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-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1 IT-V.2 IT-V.3 IT-V.4 | 1 |

DESE Model Curriculum

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| | | | | RST11-12.2 | IT-VIII.1 | |
| | | | | RST11-12.3 | IT-VIII.2 | |
| | | | | RST11-12.4 | IT-VIII.3 | |
| | | | | RST11-12.5 | IT-VIII.4 | |
| | | | | RST11-12.6 | IT-IX.1 | |
| | | | | RST11-12.7 | IT-X.3 | |
| | | | | RST11-12.8 | IT-X.4 | |
| | | | | RST11-12.9 | IT-XII.2 | |
| | | | | RST11-12.10 | IT-XII.3 | |
| | | | | WHST11-12.1 | IT-XIV.1 | |
| | | | | WHST11-12.2 | IT-XIV.2 | |
| | | | | WHST11-12.4 | IT-XIV.3 | |
| | | | | WHST11-12.5 | | |
| | | | | WHST11-12.6 | | |
| | | | | WHST11-12.7 | | |
| | | | | WHST11-12.8 | | |
| | | | | WHST11-12.9 | | |
| | | | | WHST11-12.10 | | |
| | | | | A-SSE.1 | | |
| | | | | A-SSE.2 | | |
| | | | | A-APR.1 | | |
| | | | | A-APR.7 | | |
| | | | | A-CED.1 | | |
| | | | | A-CED.3 | | |
| | | | | A-CED.4 | | |
| | | | | S-IC.1 | | |
| | | | | S-IC.2 | | |
| | | | | S-IC.3 | | |
| | | | | S-IC.4 | | |

DESE Model Curriculum

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|---|--|--|--|---|--|----------|
| | | | | S-ID.1 S-ID.2 S-ID.3 S-ID.4 S-ID.5 S-ID.6 S-ID.7 S-MD.5 S-MD.6 S-MD.7 S-CP.1 S-CP.5 N-Q.1 N-Q.2 N-Q.3 G-MG.1 G-MG.2 G-MG.3 | | |
| 4. Use troubleshooting tools to determine problem areas | | | | RI11-12.1 RI11-12.2 RI11-12.3 RI11-12.4 RI11-12.5 RI11-12.6 RI11-12.7 RI11-12.10 SL11-12.1 SL11-12.2 SL11-12.3 | 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-III.3 | 3 |

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|--|--|--|--|--------------|---------------|--|
| | | | | SL11-12.4 | IT-III.4 | |
| | | | | SL11-12.5 | IT-IV.1 | |
| | | | | SL11-12.6 | IT-IV.2 | |
| | | | | L11-12.1 | IT-IV.3 | |
| | | | | L11-12.2 | IT-IV.4 | |
| | | | | L11-12.3 | IT-V.1 | |
| | | | | L11-12.4 | IT-V.2 | |
| | | | | L11-12.4 | IT-V.3 | |
| | | | | L11-12.5 | IT-V.4 | |
| | | | | L11-12.6 | IT-VIII.1 | |
| | | | | RST11-12.1 | IT-VIII.2 | |
| | | | | RST11-12.2 | IT-VIII.3 | |
| | | | | RST11-12.3 | IT-VIII.4 | |
| | | | | RST11-12.4 | IT-IX.1 | |
| | | | | RST11-12.5 | IT-X.3 | |
| | | | | RST11-12.6 | IT-X.4 | |
| | | | | RST11-12.7 | IT-XII.2 | |
| | | | | RST11-12.8 | IT-XII.3 | |
| | | | | RST11-12.9 | IT-XIV.1 | |
| | | | | RST11-12.10 | IT-XIV.2 | |
| | | | | WHST11-12.1 | IT-XIV.3 | |
| | | | | WHST11-12.2 | MGMT-I-A.1 | |
| | | | | WHST11-12.4 | MGMT-I-A.2 | |
| | | | | WHST11-12.5 | MGMT-VIII-A.1 | |
| | | | | WHST11-12.6 | MGMT-VIII-A.2 | |
| | | | | WHST11-12.7 | MGMT-VIII-A.3 | |
| | | | | WHST11-12.8 | MGMT-VIII-A.4 | |
| | | | | WHST11-12.9 | MGMT-VIII-B.3 | |
| | | | | WHST11-12.10 | COMM-I-A.1 | |

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| | | | | N-Q.1 N-Q.2 N-Q.3 | 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 COMP-I.1 COMP-II.1 COMP-II.2 COMP-III.1 COMP-III.2 COMP-IV.1 COMP-IV.2 COMP-V.2 | |
| 5. Analyze system log files | | | | RI11-12.1 RI11-12.2 RI11-12.3 RI11-12.4 RI11-12.5 | IT-I.1 IT-I.2 IT-I.3 IT-I.4 IT-II.1 | 4 |

DESE Model Curriculum

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| | | | | RI11-12.6 | IT-II.2 | |
| | | | | RI11-12.7 | IT-II.3 | |
| | | | | RI11-12.10 | IT-II.4 | |
| | | | | SL11-12.1 | IT-III.1 | |
| | | | | SL111-12.2 | IT-III.2 | |
| | | | | SL11-12.3 | IT-III.3 | |
| | | | | SL11-12.4 | IT-III.4 | |
| | | | | SL11-12.5 | IT-IV.1 | |
| | | | | SL11-12.6 | IT-IV.2 | |
| | | | | L11-12.1 | IT-IV.3 | |
| | | | | L11-12.2 | IT-IV.4 | |
| | | | | L11-12.3 | IT-V.1 | |
| | | | | L11-12.4 | IT-V.2 | |
| | | | | L11-12.4 | IT-V.3 | |
| | | | | L11-12.5 | IT-V.4 | |
| | | | | L11-12.6 | IT-VIII.1 | |
| | | | | RST11-12.1 | IT-VIII.2 | |
| | | | | RST11-12.2 | IT-VIII.3 | |
| | | | | RST11-12.3 | IT-VIII.4 | |
| | | | | RST11-12.4 | IT-IX.1 | |
| | | | | RST11-12.5 | IT-X.3 | |
| | | | | RST11-12.6 | IT-X.4 | |
| | | | | RST11-12.7 | IT-XII.2 | |
| | | | | RST11-12.8 | IT-XII.3 | |
| | | | | RST11-12.9 | IT-XIV.1 | |
| | | | | RST11-12.10 | IT-XIV.2 | |
| | | | | WHST11-12.1 | IT-XIV.3 | |
| | | | | WHST11-12.2 | MGMT-I-A.1 | |
| | | | | WHST11-12.4 | MGMT-I-A.2 | |

DESE Model Curriculum

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| | | | | WHST11-12.5 | MGMT-VIII-A.1 | |
| | | | | WHST11-12.6 | MGMT-VIII-A.2 | |
| | | | | WHST11-12.7 | MGMT-VIII-A.3 | |
| | | | | WHST11-12.8 | MGMT-VIII-A.4 | |
| | | | | WHST11-12.9 | MGMT-VIII-B.3 | |
| | | | | WHST11-12.10 | COMM-I-A.1 | |
| | | | | A-SSE.1 | COMM-I-A.2 | |
| | | | | A-SSE.2 | COMM-I-A.3 | |
| | | | | A-APR.1 | COMM-I-A.4 | |
| | | | | A-APR.7 | COMM-I-B.1 | |
| | | | | A-CED.1 | COMM-I-B.2 | |
| | | | | A-CED.3 | COMM-I-B.3 | |
| | | | | A-CED.4 | COMM-I-C.1 | |
| | | | | S-IC.1 | COMM-I-C.2 | |
| | | | | S-IC.2 | COMM-I-C.3 | |
| | | | | S-IC.3 | COMM-I-C.4 | |
| | | | | S-IC.4 | COMM-I-D.1 | |
| | | | | S-ID.1 | COMM-I-D.2 | |
| | | | | S-ID.2 | COMM-I-D.3 | |
| | | | | S-ID.3 | COMM-I-D.4 | |
| | | | | S-ID.4 | COMM-IV.1 | |
| | | | | S-ID.5 | COMM-IV.2 | |
| | | | | S-ID.6 | CARDEV-III-A.1 | |
| | | | | S-ID.7 | CARDEV-III-A.2 | |
| | | | | S-MD.5 | COMP-I.1 | |
| | | | | S-MD.6 | COMP-II.1 | |
| | | | | S-MD.7 | COMP-II.2 | |
| | | | | S-CP.1 | COMP-III.1 | |
| | | | | S-CP.5 | COMP-III.2 | |

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| | | | | N-Q.1 N-Q.2 N-Q.3 | COMP-IV.1 COMP-IV.2 COMP-V.2 | |
| 6. Perform and interpret diagnostics (both software and hardware) | | | | RI11-12.1 RI11-12.2 RI11-12.3 RI11-12.4 RI11-12.5 RI11-12.6 RI11-12.7 RI11-12.10 SL11-12.1 SL11-12.2 SL11-12.3 SL11-12.4 SL11-12.5 SL11-12.6 L11-12.1 L11-12.2 L11-12.3 L11-12.4 L11-12.4 L11-12.5 L11-12.6 RST11-12.1 RST11-12.2 RST11-12.3 RST11-12.4 RST11-12.5 | 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-III.3 IT-III.4 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1 IT-V.2 IT-V.3 IT-V.4 IT-VIII.1 IT-VIII.2 IT-VIII.3 IT-VIII.4 IT-IX.1 IT-X.3 | 4 |

DESE Model Curriculum

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| | | | | RST11-12.6 | IT-X.4 | |
| | | | | RST11-12.7 | IT-XII.2 | |
| | | | | RST11-12.8 | IT-XII.3 | |
| | | | | RST11-12.9 | IT-XIV.1 | |
| | | | | RST11-12.10 | IT-XIV.2 | |
| | | | | WHST11-12.1 | IT-XIV.3 | |
| | | | | WHST11-12.2 | COMM-I-A.1 | |
| | | | | WHST11-12.4 | COMM-I-A.2 | |
| | | | | WHST11-12.5 | COMM-I-A.3 | |
| | | | | WHST11-12.6 | COMM-I-A.4 | |
| | | | | WHST11-12.7 | COMM-I-B.1 | |
| | | | | WHST11-12.8 | COMM-I-B.2 | |
| | | | | WHST11-12.9 | COMM-I-B.3 | |
| | | | | WHST11-12.10 | COMM-I-C.1 | |
| | | | | A-SSE.1 | COMM-I-C.2 | |
| | | | | A-SSE.2 | COMM-I-C.3 | |
| | | | | A-APR.1 | COMM-I-C.4 | |
| | | | | A-APR.7 | COMM-I-D.1 | |
| | | | | A-CED.1 | COMM-I-D.2 | |
| | | | | A-CED.3 | COMM-I-D.3 | |
| | | | | A-CED.4 | COMM-I-D.4 | |
| | | | | S-IC.1 | COMM-IV.1 | |
| | | | | S-IC.2 | COMM-IV.2 | |
| | | | | S-IC.3 | COMP-I.1 | |
| | | | | S-IC.4 | COMP-II.1 | |
| | | | | S-ID.1 | COMP-II.2 | |
| | | | | S-ID.2 | COMP-III.1 | |
| | | | | S-ID.3 | COMP-III.2 | |
| | | | | S-ID.4 | COMP-IV.1 | |

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| | | | | S-ID.5 S-ID.6 S-ID.7 S-MD.5 S-MD.6 S-MD.7 S-CP.1 S-CP.5 N-Q.1 N-Q.2 N-Q.3 | COMP-IV.2 COMP-V.2 | |
| 7. Troubleshoot software/hardware integration problems | | | | RI11-12.1 RI11-12.2 RI11-12.3 RI11-12.4 RI11-12.5 RI11-12.6 RI11-12.7 RI11-12.10 SL11-12.1 SL11-12.2 SL11-12.3 SL11-12.4 SL11-12.5 SL11-12.6 L11-12.1 L11-12.2 L11-12.3 L11-12.4 | 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-III.3 IT-III.4 IT-IV.1 IT-IV.2 IT-IV.3 IT-IV.4 IT-V.1 IT-V.2 | 3 |

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|--|--|--|--|--------------|---------------|--|
| | | | | L11-12.4 | IT-V.3 | |
| | | | | L11-12.5 | IT-V.4 | |
| | | | | L11-12.6 | IT-VIII.1 | |
| | | | | RST11-12.1 | IT-VIII.2 | |
| | | | | RST11-12.2 | IT-VIII.3 | |
| | | | | RST11-12.3 | IT-VIII.4 | |
| | | | | RST11-12.4 | IT-IX.1 | |
| | | | | RST11-12.5 | IT-X.3 | |
| | | | | RST11-12.6 | IT-X.4 | |
| | | | | RST11-12.7 | IT-XII.2 | |
| | | | | RST11-12.8 | IT-XII.3 | |
| | | | | RST11-12.9 | IT-XIV.1 | |
| | | | | RST11-12.10 | IT-XIV.2 | |
| | | | | WHST11-12.1 | IT-XIV.3 | |
| | | | | WHST11-12.2 | MGMT-I-A.1 | |
| | | | | WHST11-12.4 | MGMT-I-A.2 | |
| | | | | WHST11-12.5 | MGMT-VIII-A.1 | |
| | | | | WHST11-12.6 | MGMT-VIII-A.2 | |
| | | | | WHST11-12.7 | MGMT-VIII-A.3 | |
| | | | | WHST11-12.8 | MGMT-VIII-A.4 | |
| | | | | WHST11-12.9 | MGMT-VIII-B.3 | |
| | | | | WHST11-12.10 | COMM-I-A.1 | |
| | | | | A-SSE.1 | COMM-I-A.2 | |
| | | | | A-SSE.2 | COMM-I-A.3 | |
| | | | | A-APR.1 | COMM-I-A.4 | |
| | | | | A-APR.7 | COMM-I-B.1 | |
| | | | | A-CED.1 | COMM-I-B.2 | |
| | | | | A-CED.3 | COMM-I-B.3 | |
| | | | | A-CED.4 | COMM-I-C.1 | |

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| | | | | S-IC.1 S-IC.2 S-IC.3 S-IC.4 S-ID.1 S-ID.2 S-ID.3 S-ID.4 S-ID.5 S-ID.6 S-ID.7 S-MD.5 S-MD.6 S-MD.7 S-CP.1 S-CP.5 N-Q.1 N-Q.2 N-Q.3 | 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 COMP-I.1 COMP-II.1 COMP-II.2 COMP-III.1 COMP-III.2 COMP-IV.1 COMP-IV.2 COMP-V.2 | |
| <p>ASSESSMENT DESCRIPTIONS*: (Write a brief overview here. Identify Formative/Summative. Actual assessments will be accessed by a link to PDF file or Word doc.)</p> <p>Informal assessments may be utilized such as observation with checklist and quizzes embedded in the vendor curriculum.</p> <p>Since most assessment items in network administration curricula are vendor specific and copyrighted, actual examples cannot be provided. Some suggested vendors are Cisco, Microsoft, and Comp-TIA.</p> <p>*Attach Unit Summative Assessment, including Scoring Guides/Scoring Keys/Alignment Codes and DOK Levels for all items. Label each assessment according to the unit descriptions above (i.e., Grade Level/Course Title/Course Code, Unit #.)</p> | | | | | | |
| Obj. # | INSTRUCTIONAL STRATEGIES (research-based): (Teacher Methods) | | | | | |

DESE Model Curriculum

GRADE LEVEL/UNIT TITLE: 11-12/Troubleshooting

Course Code: 034354

CIP Code: 11.0103

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| 1-7 | 1. Teacher lectures and demonstrates troubleshooting procedures. |
| 1-7 | 2. Teacher guides student practice on troubleshooting procedures with the use of study guides. |
| Obj. # | INSTRUCTIONAL ACTIVITIES: (What Students Do) |
| 1-7 | 1. Students take notes on troubleshooting procedures. |
| 1-7 | 2. Students practice troubleshooting procedures. |
| UNIT RESOURCES: (include internet addresses for linking) | |