

Skill Standards Gap Analysis for Existing Curriculum

EXAMPLE

Critical Work Functions from Template A

Building a Foundation for Tomorrow: Skill Standards for Information Technology

Program/Course : Technical Support

Module	1	2	3	Exam 1	4	5	6	Caps tone

Perform Trouble Shooting	A1. Analyze Problem and research solutions	A2. Query Existing Knowledge base	A3. Identify, test, and implement solutions	A4. Manage system with available resource	A5. Communicate technical solutions	A6. Implement long range solutions	A7. Document hw and sw problems and resolution
Provide Facilitation and Customer Service	B1 Gather and analyze customer input	B2 Manage working relationship with customer	B3 Perform negotiated services	B4 Act as liaison between groups	B5 Provide training to customer	B6 Manage demands from multiple customer	B7 Document and communicate customer feedback and requests
Perform hw & sw installation configuration and upgrades	C1 Identify and interpret customer requirements	C2 Evaluate present data and system configuration	C3 Develop installation plan	C4 Install configure and test system hw and periph.	C5 Install configure and test new operating and appl. sw and upgrades	C6 Optimize system performance	C7 Perform quality checks

A1	X			X				X
A2	X			X				X
A3	X			X				X
A4		X	X	X				X
A5					X			X
A6					X			X
A7							X	X
B1	X			X				X
B2		X		X				X
B3		X		X				X
B4			X	X				X
B5					X	X		X
B6							X	X
B7							X	X
C1	X	X		X				X
C2		X		X				X
C3		X		X				X
C4			X	X				X
C5						X		X
C6							X	X
C7							X	X

Program / Course Description and Rationale for Inclusion / Exclusion: _____
