CUSTOMIZED TEACHER ASSESSMENT BLUEPRINT

MANAGEMENT INFORMATION SYSTEMS

Test Code: 5926
Version: 01

Specific competencies and skills tested in this assessment:

Safety
Follow ergonomic practices
Organize and maintain workstation
Describe and demonstrate ways to dissipate electrostatic discharge
Discuss risks to computer if static electricity is present

Office Procedures and Customer Service Communications
Identify, proofread, and correct grammar errors in all documents
Demonstrate proper interpersonal communication skills
Develop time management skills by setting priorities and perform multiple tasks
Maintain records, report, or files
Identify the ways a customer service representative can develop a rapport with customers
Explain the importance of putting extra effort into satisfying customers

Business Law and Ethics
Learn business law and business ethics vocabulary
Explain how advances in computer technology impact such areas as intellectual property, contract law, criminal law, tort law, and international law
Explain crimes often associated with business and organizations (e.g., embezzlement, extortion, computer crimes)
Identify improper use of business technology and property (e.g., computers, personal digital assistants, cell phones, telephones)
Identify legal safeguards to protect your right of computer privacy
Identify Cyberlaw as an emerging trend in the 21st century

Computer Fundamentals
Identify terminology and the use of the World Wide Web
Research and evaluate new technologies
Use search engines to locate resources
Identify components of the system unit, including input/output devices
Navigate and manage operating systems and utility programs
Utilize communication devices and networks
Employ computer security, ethics, and privacy

Management Information Systems (continued)

Fundamentals of Productivity Software
Edit a document using word processing software
Edit formats, footnotes, and paragraphs
Edit tables and charts
Generate form letters, mailing labels and envelopes
Perform desktop publishing using word processing software
Edit a document using spreadsheet software
Edit graphs and associated data using spreadsheet software
Edit data in multiple worksheets using spreadsheet software
Edit macros
Edit and export lists using spreadsheet software
Perform business mathematical statistics and built-in functions using spreadsheet software
Send and receive messages using communications software
Edit a slide presentation using multimedia software
Edit text, graphics, and tables to a presentation using multimedia software

Use Productivity Software
Create a document using word processing software
Create formats, footnotes, and paragraphs
Edit tables and charts
Create a document using spreadsheet software
Create graphs and associated data using spreadsheet software
Create data in multiple worksheets using spreadsheet software
Create lists using spreadsheet software
Create a slide presentation using multimedia software
Add text, graphics, and tables to a presentation using multimedia software
Produce a customized slide presentation using all available tools

Database Administration
Demonstrate a working knowledge of database design fundamentals and terminology
Enter updates and maintain databases
Create reports, forms, and combo boxes
Import and export data into other applications
Define database management theories
Create entity–relationship diagram
Create data queries using simple and complex structured query language
Aggregate and sort data in queries
Include calculated and built-in functions and procedures in queries

Fundamentals of Programming/System Development
Describe a working knowledge of the System Development LifeCycle (System Investigation/project proposal, Analysis, Design, Code/Text, Implementation and Maintenance)
Differentiate programming fundamentals – system processing, integration, generations of languages, binary code, object code, source code
Declare and manipulate appropriate data type variables, such as arrays and string data
Utilize program control structures (e.g., decisions, loops, functions/subroutines, arithmetic and logical operations)

Demonstrate a Variety of Programming Systems
Create working graphical user interfaces (GUI)
Create, test, and debug successful computer programs
Create clear and thorough program documentation

Management Information Systems (continued)

Knowledge of Computer Maintenance/Troubleshooting

Demonstrate the troubleshooting theory
Analyze common hardware processing, problems, and performance issues
Analyze common software processing, problems, and performance issues
Integrate common preventive maintenance techniques
Analyze basic network processing, problems, and performance issues

Written Assessment:

Administration Time:	3 hours
Number of Questions:	195

Areas covered:

4%	Safety
6%	Office Procedures and Customer Service Communications
4%	Business Law and Ethics
19%	Computer Fundamentals
14%	Fundamentals of Productivity Software
19%	Use Productivity Software
10%	Database Administration
8%	Fundamentals of Programming/System Development
8%	Demonstrate a Variety of Programming Systems
8%	Knowledge of Computer Maintenance/Troubleshooting

Sample Questions:

The term, malware, refers to software designed to

A. enhance the appearance of a web browser
B. damage a computer system
C. convert text files to binary files
D. test for damage on the hard drive

The computer's clipboard is

A. a place in the memory to aid in cutting, copying, and pasting
B. a new word processor
C. hardware used to hold papers and other documentation
D. used with the delete key

The two methods to consolidate data from multiple spreadsheets are position and

A. location
B. placement
C. intersection
D. category

The purpose of a substring function is to

A. separate an alpha field into smaller parts
B. have one part of a header appear under a main heading
C. be able to print a formula such as H_2O
D. have a string of data underneath another string of data in a report

The information processing cycle includes

A. input, printing, processing, and output
B. input, processing, output, and storage
C. storage, research, data entry, and output
D. organization, input, dictation, and storage

Performance Assessment:

Administration Time: 3 hours
Number of Jobs: 3

Areas Covered:

52% **Spreadsheet**
Header and placement; spreadsheet heading; column headings; data entry; formula entry; computer totals; use of functions; formatting; create pie chart; save spreadsheet; and print material.

41% **Database Design and Reports**
Database title; create fields within a table; enter data; print records and fields; print tabular report; save database; query/report "A", query/report "B"; place name in header; close and exit.

7% **Device Identification**
Identify computer features.

Sample Job: Database Design and Reports

Maximum Job Time: 1 hour and 30 minutes

Participant Activity: Using a database application package, the participant will set up a database file; enter data provided; print all records and all fields; print a tabular report, save the database to a CD or other digital media storage device, create two separate queries, close the database and exit the application.