

Division of Apprenticeship Standards (DAS)

Apprenticeship Program Summary Sheet

To: Curtis Notsinneh, Chief
From: Ha Nguyen
CC: Program Planning and Review
Date: August 3, 2023

Program Name: NPower Inc.
Industry: Information Technology
DAS File No.: 101069
Grant Awardee: No Yes

Actions:

- Proposed new apprentice program
- Existing apprenticeship program adding new occupations
- Existing apprenticeship program expanding area of operations
- Existing apprenticeship program changing work processes on approved occupations.

Labor Organizations Representing Any of the Apprentices:

NONE

Request for Approval under Labor Code 3075:

NPower Inc. is not intended to train in the building and construction trades and is not eligible to dispatch apprentices to projects with public works, prevailing wage or skilled and trained workforce requirements within the meaning of Labor Code sections 1720 and 3075 and will not train or dispatch apprentices in the building and construction trades or firefighters occupations.

Comments:

NPower Inc. is a national 501c3 nonprofit that works at the intersection of poverty alleviation, workforce diversity and the tech industry. NPower's mission is to create pathways to economic prosperity by launching digital careers for military veterans and young adults from underserved communities. In today's economy, over 50% of all jobs require some degree of technology and digital skill. A recent Microsoft Data Science report estimates that digital job capacity—or the total number of new technology-oriented jobs—in the U.S. will grow to 13 million by 2025. NPower envisions a future where our domestic technology workforce is diverse, and clear pathways exist for all people regardless of ethnicity, gender, or socio-economic background to succeed in our digital economy. NPower focus on two promising pools of talent that experience barriers to employment – low-income young adults (ages 18-26) and veterans – and gives

them the support, skills, and industry-recognized certification needed to fill in-demand tech jobs. All programs lead directly to industry certifications, include wraparound social support and job placement services, and are free of charge to people earning less than 200% of the federal poverty level. Participants primarily come from racial and socioeconomic backgrounds underrepresented in the tech industry. NPower strives to address some of the biggest challenges of our times: racial inequities in access to education and opportunity, rampant unemployment, and lack of diversity in the tech workforce. Founded in 2000, NPower now operates in eight markets across the country: California, New York, New Jersey, Maryland, Michigan, Missouri, Texas, and Ohio. In California, NPower has offices in San Francisco, San Jose and Los Angeles, with plans to expand to Sacramento/Stockton area in 2023.

NPower Inc. will oversee the apprenticeship program herein and seeks approval from the Department of Industrial Relations, Division of Apprenticeship Standards for the following:

Proposed Occupation, Wage Rate & O*Net Code:

- Information Technology Generalist O*Net: 15-1232.00
Professional Worker Wage: \$28.00 per hour
Proposed Apprentice Wage: \$25.00 per hour
Proposed No. of Apprentices: 10
- Cyber Security Support Technician O*Net: 15-1212.00
Professional Worker Wage: \$35.00 per hour
Proposed Apprentice Wage: \$32.00 per hour
Proposed No. of Apprentices: 2

Proposed Employers:

- NPower Inc. 1550 The Alameda, Suite 150 San Jose, CA, 95126
- Singh Technology Group, LLC 140 Kane St. West Hartford, CT 06119

NPower Inc.

Program Standards

Incorporating and Adopting

U.S. Department of Labor, Office of Apprenticeship Approved Standards

401 Van Ness Ave 224D, San Francisco, CA 94102

(415) 713-0722

cc.starling@npower.org / <https://www.npower.org/>

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Article I Purpose and Policy – CA LC §3075, 3076, 3089; CCR §205, 206, 212.1, 212.2, 218

The parties hereto declare their purpose and policy to incorporate the attached standards approved by the U.S. Department of Labor Office of Apprenticeship to establish an organized, planned system of apprenticeship conducted as an education-sponsored, employer-based undertaking. All provisions in the U.S. Department of Labor Office of Apprenticeship attached hereto, that do not conflict with California laws and regulations shall be incorporated, adopted and agreed upon under the Shelley-Maloney Apprentice Labor Standards Act of 1939, as amended, to govern the employment and training of apprentices in the trade, craft or occupation defined herein, to become effective upon their approval under the California standards. In case of conflict of law, California Law shall prevail. No Section of these standards of apprenticeship shall be construed as permitting violation of any Federal Law or Regulations and the State of California Law or Regulations.

There is hereby established the above-named master apprenticeship committee. The committee shall consist of four (4) members, who shall be selected by and represent the employer organization(s) signatory hereto. In addition, thereto, there shall be one (1) apprenticeship consultant representing the Division of Apprenticeship Standards and one (1) advisor from the Local Education Agency and such other advisors as the committee shall determine. Such advisors and the apprenticeship consultant shall act without vote.

These standards shall apply to the employer and employee organizations signatory hereto, their members, to other employers who subscribe hereto or who are party to a collective bargaining agreement with an employee organization(s) signatory hereto and to all apprentice agreements hereunder. An "Employer Agreement" [DAS-752, see attachment D] will be provided to specify the information particular to that employer as noted herein, including the option to waive or offer participation on the committee, employer committee members will be selected as outlined in the rules & regulations.

Article II Craft, Trade, Occupation – CA LC §3078 (c); CCR §212 (a,1)

The approved occupations are set forth in the U.S. Department of Labor Office of Apprenticeship standards attached to this California State standard. Additional occupations may be added or deleted by the above-named master apprenticeship committee by first submitting the proposed change(s) to the U.S. Department of Labor Office of Apprenticeship. Once the U.S. Department of Labor Office of Apprenticeship approves the change, the revised standards may be submitted to the California Division of Apprenticeship Standards (DAS) for approval of the Administrator of Apprenticeship.

Article III Occupations – CA LC §3078.5

The occupational supplement(s) included in the attached U.S. Department of Labor Office of Apprenticeship standards set forth the terms of the occupation, ratio, work processes, and related supplemental instruction for each individual occupation.

The estimated length of each of the following occupations is shown below:

Information Technology Generalist	O*Net: 15-1232.00	12 months
Cyber Security Support Technician	O*Net: 15-1212.00	12 months

Article IV Responsibilities of Program Sponsor – CA LC §3076, 3076.3; CCR §205, 206, 212, 212.3

The program sponsors are responsible for the administration and enforcement of all aspects of a Registered Apprenticeship program. Sponsor means any person, association, committee, or organization operating an apprenticeship program and in whose name the program is (or is to be) registered or approved.

Sponsors with multiple employers will establish an Apprenticeship Training Committee to fulfill the responsibilities and duties required of a Program Sponsor as described in the attached U.S. Department of Labor Office of Apprenticeship standards.

In addition, the Sponsor(s) agree to (1) supervise the administration and enforcement of these standards; (2) adopt such rules and regulations as are necessary to govern the program provided that the rules and regulations do not conflict with these standards and provide a copy of such to each apprentice; (3) conduct orientations, workshops or other educational sessions for employers to explain the apprenticeship program’s standards and the operation of the apprenticeship program; (4) pass upon the qualification of employers and, when appropriate, to suspend or withdraw approval; (5) conduct on-going evaluation of the interest and capacity of employers to participate in the apprenticeship program and to train apprentices on the job; (6) determine the qualifications of apprentice applicants and ensure fair and impartial treatment of applicants for apprenticeship selected through uniform selection procedures; (7) file a signed copy, written or electronic, of each apprentice agreement with the Division of Apprenticeship Standards, within 30 days of execution, with copies to all parties to the agreement; (8) establish and utilize a procedure to record and maintain all records of the apprentice's worksite job progress and progress in related and supplemental instruction; (9) establish and utilize a system for the periodic review and evaluation of the apprentice's progress in job performance and related instruction; (10) discipline apprentices, up to and including termination, for failure to fulfill their obligations on-the-job or in related instruction, including provisions for fair hearings; (11) annually prepare and submit a Self-Assessment Review as well as a Program Improvement Plan to the Chief of the Division of Apprenticeship Standards; (12) ensure training and supervision, both on the job and in related instruction, in first aid, safe working practices and the recognition of occupational health and safety hazards;

(13) ensure training in the recognition of illegal discrimination and sexual harassment; (14) establish an adequate mechanism to be used for the rotation of the apprentice from work process to work process to assure the apprentice of complete training in the apprenticeable occupation including mobility between employers when essential to provide exposure and training in various work processes in the apprenticeable occupation; (15) establish an adequate mechanism that will be used to provide apprentices with reasonably continuous employment in the event of a lay-off or the inability of one employer to provide training in all work processes as outlined in the standards; (16) have a Local Education Agency (L.E.A.) provide a letter approving the Related and Supplemental Instruction pursuant to LC 3074 [see Attachment A]; (17) grant apprentices credit for previous experience; (18) apprenticeship programs with more than one employer or an association of employers shall include provisions sufficient to ensure meaningful representation of the interests of apprentices in the management of the program; (19) adopt changes to these standards, as necessary, subject to the approval of the parties hereto and the Chief of the Division of Apprenticeship Standards.

Article V Apprenticeship Agreements – CA LC § 3077, 3077.5, 3078, 3079, 3086; CCR §205, 206, 207

To obtain approval in the State of California, the program sponsor shall register Apprentices, by electronic or other means, to the Division of Apprenticeship Standards within 30 days of execution of the Apprentice Agreement [California Apprenticeship Agreement (DAS-1), see attachment C] in addition to having already been registered for federal purposes by the U.S. Department of Labor, Office of Apprenticeship. These standards, and the U.S. Department of Labor standards, shall be a part of the apprenticeship agreement. Apprentices shall be furnished a copy of the standards or given an opportunity to read them before registration.

An apprentice is a person at least 18 years of age, who has met the requirements for selection under the selection procedures of participating employer, who is engaged in learning a designated craft or trade and who has entered into a written apprentice agreement under the provisions of these standards. If the apprentice is under 18 years of age, the agreement must be signed by the apprentice's parent or guardian. When the period of training extends beyond 18, the apprentice agreement shall likewise be binding to such a period as may be covered. A program sponsor shall not provide a maximum age for apprentices.

Each apprentice agreement shall conform to the State law governing apprentice agreements, and shall be signed by the employer, by the program sponsor, and by the apprentice and must be approved by the apprenticeship committee. Each apprentice shall be furnished a copy of or be given an opportunity to study these standards before registration. These standards shall be considered a part of the apprentice agreement as though expressly written therein.

During the probationary period, an apprentice agreement shall be terminated by the apprenticeship committee at the request in writing of either party. After such probationary period, an apprentice agreement may be terminated by the Administrator by mutual agreement of all the parties thereto or cancelled by the Administrator for good and sufficient reason.

If an employer is unable to fulfill his/her obligations to train under any apprenticeship agreement or in the event of a layoff, the apprenticeship committee may, with the approval of the Administrator, transfer such agreement to any other signatory employer if the apprentice consents, and such other employer agrees to assume the obligation of said apprenticeship agreement.

Article VI Hours and Working Conditions – CA LC §3078 (k); CCR §208 (a, d), 209, 210, 212

Apprentices shall work under and with competent professional workers and/or instructors and shall be assigned to work and learning tasks so that they obtain the diversified training on-the-job provided for in the apprenticeship standards.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

There shall be no liability on the part of the employer for an injury sustained by an apprentice engaged in schoolwork at a time when the employment of the apprentice has been temporarily or permanently terminated.

Article VII Wages and Wage Progression – CA LC §3076, 3078 (f); CCR §208 (a, d), 212 (a, 5)

The wages shall be a progressively increasing wage, employee benefits and other compensation as set by Section CCR §208 and CA LC §3078 (f).

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

Where wages/wage schedules differ from or require clarification of, the attached U.S. Department of Labor Office of Apprenticeship standards, the following wage schedule applies:

To advance from one period to the next, the apprentice shall have met the following requirements:

Information Technology Generalist – O*Net Code 15-1232.00

1st period \$ 25.00 /hour

End Wage \$ 28.00 /hour

Cyber Security Support Technician – O*Net Code 15-1212.00

1st period \$ 32.00 /hour

End Wage \$ 35.00 /hour

Time spent in related and supplemental instruction may not be compensated.

Article VIII Responsibilities of Apprentices – CCR §205, § 206, 207, 212

Each apprentice, having entered into an apprenticeship agreement, shall satisfactorily perform all work and learning assignments both on the job and in related instruction and shall comply with the standards, rules, regulations and decisions of the apprenticeship committee.

Article IX Certificate of Completion - CCR §205, 212, 224

A “Certificate of Completion of Apprenticeship”, attesting to the completion of an apprenticeship, will be issued under the authority of the Division of Apprenticeship Standards upon receipt of such competent evidence as may be required.

Article X Controversies – CA LC §3078 (h), 3081; CCR §201

All controversies or differences concerning apprentice agreements, that cannot be adjusted locally by the apprenticeship committee or otherwise, shall be submitted to the Administrator

Article XI Written Applications

Applications for apprenticeship will be accepted:

Applications can be obtained at npower.org/apply.

Article XII Records

All records will be maintained, in written or electronic form, for five years and kept at:

NPower Inc.
401 Van Ness Ave 224D
San Francisco, CA 94102

Article XIII Modification of Standards - CA LC § 3073, 3075, 3078, 3078.5; CCR §205, 212 (b,13)

These standards shall be modified to conform to any changes in prevailing practices, conditions and wages in the area and the industry when such changes occur. Requests of the program sponsor for modification are subject to the approval of the Administrator of

Apprenticeship.

Article XIV Collective Bargaining Agreements - CA LC 3086

Where applicable, if the employer(s) has a collective bargaining agreement with a labor organization applicable to these occupation(s), approval by the labor organization will be affixed to the Employer Agreement (DAS-752).

Nothing hereunder, nor in any approved apprentice agreement, shall operate to invalidate any apprenticeship provision in any collective bargaining agreement between employers and employees setting up higher apprenticeship standards.

NPower Inc. agrees to accept electronic signatures for these Division of Apprenticeship Standards and all related Division of Apprenticeship Standards documents.

The foregoing standards are hereby agreed to and adopted by NPower Inc. on [Click or tap to enter a date.](#) (Committee approval date).

Employer Organization

NPower Inc.
401 Van Ness Ave 224D, San Francisco, CA 94102

_____	_____
Christopher C. Starling	
Executive Director, NPower California	Date

The foregoing apprenticeship standards, being in conformity with the applicable California Labor Code, California Code of Regulations and Federal Regulations, are hereby approved

(DAS approval date)

_____	_____
Curtis Notsinneh, Chief	Date
Division of Apprenticeship Standards	



Registered Apprenticeship Standards

National Program Standards

National Guidelines for Apprenticeship Standards

Local Apprenticeship Standards



Occupation(s): All Occupations Listed in These Standards

O*NET-SOC Code(s): *See Appendix A* **RAPIDS Code(s):** *See Appendix A*

Developed in Cooperation with the
U.S. Department of Labor
Office of Apprenticeship

Approved by the
U.S. Department of Labor
Office of Apprenticeship

Registered By: _____

(For Government Use Only)

Signature: _____

*(Sign here for National or Local
Apprenticeship Standards)*

Title: Administrator

Office of Apprenticeship _____

Date: September 19, 2022

Registration Number: _____

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SECTION I – STANDARDS OF APPRENTICESHIP 29 CFR § 29.5

A. Responsibilities of the sponsor: *NPower Inc.* must conduct, operate, and administer this program in accordance with all applicable provisions of Title 29 Code of Federal Regulations (CFR) part 29, subpart A and part 30, and all relevant guidance issued by the Office of Apprenticeship (OA). The sponsor must fully comply with the requirements and responsibilities listed below and with the requirements outlined in the document “Requirements for Apprenticeship Sponsors Reference Guide.”

Sponsors shall:

- Ensure adequate and safe equipment and facilities for training and supervision and provide safety training for apprentices on-the-job and in related instruction.
- Ensure there are qualified training personnel and adequate supervision on the job.
- Ensure that all apprentices are under written apprenticeship agreements incorporating, directly or by reference, these standards and the document “Requirements for Apprenticeship Sponsors,” and that meets the requirements of 29 CFR § 29.7. Form ETA 671 may be used for this purpose and is available upon logging into RAPIDS.
- Register all apprenticeship standards with the U.S. Department of Labor, including local variations, if applicable.
- Submit apprenticeship agreements within 45 days of enrollment of apprentices.
- Arrange for periodic evaluation of apprentices’ progress in skills and technical knowledge, and maintain appropriate progress records.
- Notify the U.S. Department of Labor within 45 days of all suspensions for any reason, reinstatements, extensions, transfers, completions and cancellations with explanation of causes. Notification may be made in RAPIDS or using the contact information in Section K.
- Provide each apprentice with a copy of these standards, Requirements for Apprenticeship Sponsors Reference Guide, and Appendix A, any applicable written rules and polices, and require apprentices to sign an acknowledgment of their receipt. If the sponsor alters these standards or any Appendices to reflect changes it has made to the apprenticeship program, the sponsor will obtain approval of all

modifications from the Registration Agency, then provide apprentices a copy of the updated standards and Appendices and obtain another acknowledgment of their receipt from each apprentice.

- Adhere to Federal, State, and Local Law Requirements -- The Office of Apprenticeship's registration of the apprenticeship program described in these Standards of Apprenticeship on either a nationwide basis (under the National Program Standards of Apprenticeship) or within a particular State, and the registration of individual apprentices under the same program, does not exempt the program sponsor, and/or any employer(s) participating in the program, and/or the individual apprentices registered under the program from abiding by any applicable Federal, State, and local laws or regulations relevant to the occupation covered by these Standards, including those pertaining to occupational licensing requirements and minimum wage and hour requirements.
- The program's Standards of Apprenticeship must also conform in all respects with any such applicable Federal, State, and local laws and regulations. Any failure by the program to satisfy this requirement may result in the initiation of deregistration proceedings for reasonable cause by the Office of Apprenticeship under 29 CFR § 29.8.

B. Minimum Qualifications - 29 CFR §29.5(b)(10)

An apprentice must be at least 18 years of age, except where a higher age is required by law, and must be employed to learn an apprenticeable occupation. Please include any additional qualification requirements as appropriate:

- There is an educational requirement of *A high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required*
- There is a physical requirement of *Applicants will be physically capable of performing the essential functions of the apprenticeship program, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others*
- The following aptitude test(s) will be administered _____
- A valid driver's license is required.
- Other *Candidates who served in the military, must have been Honorably discharged or discharged under honorable conditions and must provide DD214.*
(List all other requirements)

C. Apprenticeship Approach and Term - 29 CFR § 29.5(b)(2)

The apprenticeship program(s) will select an apprenticeship training approach. See Appendix A to select approach.

D. Work Process Schedule and Related Instruction Outline - 29 CFR § 29.5(b)(4)

Every apprentice is required to participate in related instruction in technical subjects

related to the occupation. Apprentices **will not** be paid for hours spent attending related instruction classes. Insert Work Process Schedule and Related Instruction Outline at Appendix A.

E. Credit for Previous Experience - 29 CFR § 29.5(b)(12)

Apprentice applicants seeking credit for previous experience gained outside the apprenticeship program must furnish such transcripts, records, affidavits, etc. that may be appropriate to substantiate the claim. *NPower Inc.* will evaluate the request for credit and make a determination during the apprentice's probationary period.

Additional requirements for an apprentice to receive credit for previous experience (optional): _____

F. Probationary Period - 29 CFR § 29.5(b)(8) and(20)

Every applicant selected for apprenticeship will serve a probationary period which may not exceed 25 percent of the length of the program or 1 year whichever is shorter. Insert probationary period at Appendix A.

G. Ratio of Apprentices to Journeyworkers - 29 CFR § 29.5(b)(7)

Every apprenticeship program is required to provide an apprenticeship ratio of apprentices to journeyworkers for adequate supervision. Insert ratio at Appendix A.

H. Apprentice Wage Schedule - 29 CFR § 29.5(b)(5)

Apprentices must be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate. In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage. Insert the progressive wage schedule at Appendix A.

I. Equal Employment Opportunity and Affirmative Action

1. Equal Opportunity Pledge - 29 CFR §§ 29.5(b)(21) and 30.3(c)(1)

NPower Inc. will not discriminate against apprenticeship applicants or apprentices based on race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40-years old or older.

NPower Inc. will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.

[Optional] The equal opportunity pledge applies to the following additional protected bases (as applicable per the sponsor’s state or locality):

2. Affirmative Action Program - 29 CFR §§ 29.5(b)(21), 30.4-30.9

NPower Inc. acknowledges that it will adopt an affirmative action plan in accordance with 29 CFR § 30.4-30.9 (required for sponsors with five or more registered apprentices by two years from the date of the sponsor’s registration or by two years from the date of registration of the program’s fifth (5th) apprentice). Information and technical assistance materials relating to the creation and maintenance of an affirmative action plan will be made available on the Office of Apprenticeship’s website.

3. Selection Procedures - 29 CFR § 30.10

Every sponsor will adopt selection procedures for their apprenticeship programs, consistent with the requirements set forth in 29 CFR § 30.10(b). See Appendix A to enter your selection procedures for each occupation for which the sponsor intends to train apprentices.

J. Complaint Procedures - 29 CFR §§ 29.5(b)(22), 29.7(k), 29.12, and 29 CFR § 30.14

If an applicant or an apprentice believes an issue exists that adversely affects the apprentice's participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or standards, the applicant or apprentice may seek relief. Nothing in these complaint procedures precludes an apprentice from pursuing any other remedy authorized under another Federal, State, or local law. Below are the methods by which apprentices may send a complaint:

- 1. Complaints regarding discrimination.** Complaints must contain the complainant's name, address, telephone number, and signature, the identity of the respondent, and a short description of the actions believed to be discriminatory, including the time and place. Generally, a complaint must be filed within 300 days of the alleged discrimination. Complaints of discrimination should be directed to the following contact:

*U.S. Department of Labor, Office of Apprenticeship
200 Constitution Ave. NW, Washington, DC 20210*

Telephone Number: *(202) 693-2796*

Email Address: *ApprenticeshipEEOcomplaints@dol.gov*

Point of Contact: *Director, Division of Registered Apprenticeship and Policy*

Attn: *Apprenticeship EEO Complaints*

You may also be able to file complaints directly with the EEOC, or State fair employment practices agency.

- 2. Other General Complaints.** The sponsor will hear and attempt to resolve the matter locally if written notification from the apprentice is received within 15 days of the alleged violation(s). The sponsor will make such rulings as it deems necessary in each individual case within 30 days of receiving the written notification:

Name: *Kim Mitchell, VP Program Strategy*

Address: *55 Washington Street, Suite 560*

Brooklyn, NY 11201

Telephone Number: *212-235-1868*

Email Address: *Kim.Mitchell@npower.org*

Any complaint described above that cannot be resolved by the program sponsor to the satisfaction of all parties may be submitted to the Registration Agency provided below in Section K.

K. Registration Agency General Contact Information 29 CFR § 29.5(b)(17)

The Registration Agency is the United States Department of Labor's Office of Apprenticeship. General inquiries, notifications and requests for technical assistance may be submitted to the Registration Agency using the contact information below:

Name: *Lee Reynolds*

Address: *25 Sudbury Street*

Boston, MA 02203

Telephone Number: *617-788-0130*

Email Address: *Reynolds.tricia@dol.gov*

L. Reciprocity of Apprenticeship Programs 29 CFR § 29.13(b)(7)

States must accord reciprocal approval for Federal purposes to apprentices, apprenticeship programs and standards that are registered in other States by the Office of Apprenticeship or a Registration Agency if such reciprocity is requested by the apprenticeship program sponsor.

Program sponsors seeking reciprocal approval must meet the wage and hour provisions and apprentice ratio standards of the reciprocal State.

SECTION II - APPENDICES AND ATTACHMENTS

- Appendix A** – *Work Process Schedule, Related Instruction Outline, Apprentice Wage Schedule, Ratio of Apprentices to Journeyworkers, Type of Occupation, Term of Apprenticeship, Selection Procedures, and Probationary Period*
- Appendix B** – *ETA 671 - Apprenticeship Agreement and Application for Certification of Completion of Apprenticeship (To be completed after registration)*
- Appendix C** – *Affirmative Action Plan (Required within two years of registration unless otherwise exempt per 29 CFR §30.4(d))*
- Appendix D** – *Employer Acceptance Agreement (For programs with multiple-employers only)*

SECTION III - VETERANS' EDUCATIONAL ASSISTANCE AS MANDATED BY PUBLIC LAW 116-134 (134 STAT. 276)

Pursuant to section 2(b)(1) of the Support for Veterans in Effective Apprenticeships Act of 2019 (Pub. L. 116-134, 134 Stat. 276), by signing these program standards, the program sponsor official whose name is subscribed below assures and acknowledges to the U.S. Department of Labor's Office of Apprenticeship the following regarding certain G.I. Bill and other VA-administered educational assistance referenced below (and described in greater detail at the VA's website at: <https://www.va.gov/education/eligibility>) for which current apprentices and/or apprenticeship program candidates may be eligible:

- (1) The program sponsor is aware of the availability of educational assistance for a veteran or other eligible individual under chapters 30 through 36 of title 38, United States Code, for use in connection with a registered apprenticeship program;
- (2) The program sponsor will make a good faith effort to obtain approval for educational assistance described in paragraph (1) above for, at a minimum, each program location that employs or recruits an veteran or other eligible individual for educational assistance under chapters 30 through 36 of title 38, United States Code; and
- (3) The program sponsor will not deny the application of a qualified candidate who is a veteran or other individual eligible for educational assistance described in paragraph (1) above for the purpose of avoiding making a good faith effort to obtain approval as described in paragraph (2) above.

NOTE: The aforementioned requirements of Public Law 116-134 shall apply to "any program applying to become a registered apprenticeship program on or after the date that is 180 days after the date of enactment of this Act" (i.e., September 22, 2020). Accordingly, apprenticeship programs that were registered by a Registration Agency before September 22, 2020, are not subject to these requirements.

SECTION IV - SIGNATURES

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

The undersigned sponsor hereby subscribes to the provisions of the foregoing Apprenticeship Standards formulated and registered by *NPower Inc.*, on this 2nd day of September 2022.

The signatories acknowledge that they have read and understand the document titled “Requirements for Apprenticeship Sponsors Reference Guide” and that the provisions of that document are incorporated into this agreement by reference unless otherwise noted.

Signature of Sponsor (designee)

Kim Mitchell
Printed Name

SECTION V - DISCLOSURE AGREEMENT--- FOR NATIONAL PROGRAM STANDARDS AND LOCAL STANDARDS ONLY (Optional)

OA routinely makes public general information relating to Registered Apprenticeship programs. General information includes the name and contact information of the sponsor, the location of the program, and the occupation(s) offered. **OA routinely publicly releases the contents of applications for National Guidelines for Apprenticeship Standards.**

In addition, sponsors submitting National Program Standards or Local Standards have the option of allowing OA to share publicly the contents of a sponsor’s application for registration to assist in building a high-quality National Apprenticeship System. This may include a copy of the Standards, Appendix A, and Appendix D (as applicable), but not completed versions of ETA Form 671 or Appendix C “Affirmative Action Plan” because those documents are submitted after a sponsor’s application is approved and the program is registered. **Please note that OA will consider a sponsor’s application as releasable to the public unless the sponsor requests non-disclosure by signing below.**

I, Kim Mitchell (*Sponsor Representative*), acting on behalf of NPower, Inc. (*Sponsor*) request that OA not publicly disclose this application, other than general information about the program, as described above as it is considered confidential commercial information and steps are taken to preserve it. Further, I understand that if OA receives a request for this application pursuant to 5 U.S.C. 552, we may be contacted to support OA’s withholding of the information, including in litigation, if necessary. I understand that my request that OA not publicly disclose this application

will remain in effect, including with respect to subsequent amendments to this application, unless and until I notify OA otherwise.

Signature of Sponsor (designee)

Kim Mitchell

Printed Name

9/2/22

Date

Appendix A



WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

Appendix A

WORK PROCESS SCHEDULE INFORMATION TECHNOLOGY GENERALIST O*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 1059CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is competency based, supplemented by the minimum required 304 hours of related instruction. (Note: The competency- based training approach does not require hours.)

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentice(s) to 1 Journeyworker(s).

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: \$21.00. In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

Term Example:

1st \$15.50 (Upon Successful Completion of all Competencies of the Information Technology Generalist Internship)

2nd \$17.00 (Upon Successful Completion of the Information Technology Competencies post Internship)

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

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6. SELECTION PROCEDURES

Please see Page 18.



**WORK PROCESS SCHEDULE
INFORMATION TECHNOLOGY GENERALIST
O*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 1059CB**

1. NPOWER INTERNSHIP

Information Technology Generalist

On the Job Training with NPower Current Class Model

Job Related Competencies: Ability to effectively follow the organization's rules, responsibilities as well as basic workplace ethics and policies. Ability to explain basic principles of work ethics, interpersonal communication and the organization's basic structure and functions to other employees. Ability to work safely and follow established safety procedures.

GP 0.1

Know: Organization's structure, **rules, responsibilities, work ethics** and related policies. Organization's **safety policies**.

Do: Demonstrate a working understanding of the organization's structure, personnel rules, responsibilities and general understanding of work ethics, interpersonal communications and related policies. Understands and practices safety procedures and rules.

Exit: Review validates an understanding of the organization's structure, personnel rules, responsibilities and general understanding of work ethics, interpersonal communications and related policies. Understands and practices safety procedures and rules.

Job Related Competencies: Ability to integrate organizational mission/goals & vision into work practices and use benchmarking and "best practices" to improve performance.

GP 0.2

Know: The organizations goals, mission and vision as well as the concepts of "best practices", benchmarking and mechanisms for sharing innovative ideas.

Do: Demonstrate a working understanding of the organization's goals, mission and vision and how "best practices" and benchmarking can be used by the organization.

Exit: Review validates an understanding of the organization's goals, mission and vision and how "best practices" and benchmarking can be used by the organization.

Job Related Competencies: Ability to engage and utilize employee benefit and development programs.

GP 0.3

Know: Employee **benefits, recognition, awards and employee development** programs.

Do: Identify the organization's benefit, recognition and awards program and how they apply to employees. Learn the organization's employee development programs and how they are applied. Participate in selected programs as appropriate.

Exit: Review validates an understanding of applicable programs. Active participation in applicable programs elected by apprentice.

Job Related Competencies: Ability to use common office tools to produce documents, spreadsheets and presentations.

GP 0.4

Know: Basic use of organization's **office SW tools** such as Word and Excel and office HW such as copiers, fax machines etc.

Do: Demonstrate the ability to use common office tools to produce documents, spreadsheets and presentations. Produce one or more work products using the organization's common office tools such a MS Power Point, Excel and Word. Basic proficiency is demonstrated.

Exit: Produce one or more work products using the organization's common office tools such as MS Power Point, Excel and Word. Basic proficiency is demonstrated.

Job Related Competencies: Ability to develop or update work processes or procedures in accordance with organization's standards.

GP 0.5

Know: Organization's system of **process and procedure** development, improvement and control.

Do: Explain the organization's process for development, improvement and control of work processes. Select, review and update a simple process used by the organization or develop a new simple process or procedure.

Exit: A less complex process or procedure is developed or modified and approved for implementation.

Job Related Competencies: Ability to prepare and deliver oral presentations that effectively convey information, concepts and ideas.

GP 0.6

Know: How to prepare and deliver effective **oral presentations**.

Do: Prepare and present three formal oral presentations to an audience. (Note: Presentations required by other Qualification Cards can help to fulfill this requirement). The presentations should effectively convey information, concepts and ideas.

Exit: Three formal oral presentations are prepared and effectively delivered to an appropriate audience.

Job Related Competencies: Ability to prepare a complete, accurate and convincing formal report on a technical subject using standard formats and office tools.

GP 0.7

Know: Basic principles of technical writing and how to prepare **formal technical reports**.

Do: Produce a formal technical report on an IT related subject that is complete, accurate and convincing. Use standard company formats and workplace office tools. (Note: A formal report required by another Qualification Card can be used to meet this requirement)

Exit: Completion and acceptance of a formal technical report that is complete, accurate and effective and is produced using standard formats and office tools.

Resource Management (GP1)

Job Related Competencies: Ability to develop IT procurement specifications, process requisitions, and prepare IT assets for disposal.

GP 1.3

Know: Concepts and practices for **IT asset management** including acquisition, inventory, management and disposal.

Do: Participate in requesting an IT asset from existing inventories, and development of specifications and requisitioning of new IT assets. Participate in the organization's IT inventory efforts and in preparing and disposing of IT assets.

Exit: Show successfully processed IT asset requests, procurement requests and completed IT asset disposal process documents.

Job Related Competencies: Ability to conduct research, evaluations and assessments, including documenting and presenting the benefits of using existing, emerging or new technologies to improve a business function.

GP 1.4

Know: Concepts and practices for **evaluating existing, emerging or new technologies** and assessing business opportunities

Do: Participate in the research, evaluation and assessment of an existing, emerging or new technology for use in a business function. Document and present results of the study (including research, evaluation, and business benefits for use of a new technology) with recommendations for adoption.

Exit: A successfully documented and presented study including research, evaluation, and business benefits, for use of a new technology.

Operations Management (GP2)

Job Related Competencies: Ability to define and discuss the organization's standard operational procedures.

GP 2.1

Know: Standard operating procedures and practices for the organization.

Do: Define and discuss the organization's standard operational procedures. Develop a written outline of the organization's standard operating procedures.

Exit: A written outline for organization's standard operational procedures that is accurate and complete.

Job Related Competencies: Ability to select, develop and maintain effective operational performance metrics.

GP 2.2

Know: Operations performance measurement concepts and practices.

Do: Describe how the organization measures operational performance. Successfully develop an operational performance metric for an area of the organization's operation.

Exit: Successfully develop an operational performance metric.

Job Related Competencies: Ability to document and publish operational status communications.

GP 2.3

Know: Organization's practices and procedures for communicating operational status of IT infrastructure systems and services.

Do: Accurately describe the organization's procedures for documenting and communicating operational status of IT infrastructure systems and services. Successfully implement a number of operational status communications.

Exit: Successfully implement a number of operational status communications.

Job Related Competencies: Ability to communicate effectively with customers and to develop effective customer communications techniques.

GP 2.4

Know: The value of customer communications methods and practices.

Do: Describe how the IT organization how the organization communicates with its customers. Practice these concepts in communicating with customers. Create a short paper or presentation on effective customer communications or on a new technique for improving communications

Exit: Short paper or presentation on effective customer communications or on a new technique for improving communications.

Job Related Competencies: Ability to participate as an effective member of a team.

GP 2.5

Know: Understand general team building concepts, the value of teamwork and general principles of high-performance teams.

Do: Successfully practice teamwork principles. Participate as a member of 2 or more teams conducting different efforts.

Exit: Effective participation as member of 2 or more teams.

Project Management (GP3)

Job Related Competencies: Ability to explain, discuss and communicate the fundamental concepts of project management.

GP 3.1

Know: Nationally recognized basic **project management concepts** and the basic project management practices used by the organization.

Do: Accurately describe the nine areas of PMBOK. Identify how these concepts are applied by the organization. Develop a short paper or presentation describing how basic project management concepts are applied in the organization.

Exit: A short paper or presentation on how basic project management concepts are applied in the organization.

Job Related Competencies: Ability to analyze the outcome of a simple project and develop lessons learned.

GP 3.4

Know: Basics of project outcome analysis and **lessons learned**.

Do: Analyze the outcome of a project as a member of a project team or independently for a simple project. Present the outcomes of the project with supporting analysis and lessons learned.

Exit: The outcomes of a project are formally presented along with supporting analysis and lessons learned.

Helpdesk (GP4)

Job Related Competencies: Ability to staff the organizations helpdesk for fielding and responding to customer assistance calls.

GP 4.1

Know: Organization's practices and procedures for **customer helpdesk calls**.

Do: Review, learn and successfully practice organization's helpdesk procedures and practices. Participate in responding to customer helpdesk calls effectively using the organization's practices and procedures. Staff the organization's help desk on multiple occasions.

Exit: Staff the organization's helpdesk on multiple occasions.

Job Related Competencies: Ability to monitor organization's IT service quality and recognize and respond to service quality abnormalities.

GP 4.2

Know: Organization's practices and procedures for monitoring operation and performance of IT infrastructure services.

Do: Successfully execute the organization's desk side support procedures for installing software upgrades. (Remote technical assistance - if applicable). Successfully deploy a significant software upgrade to a larger group of personal computer customers.

Exit: Short paper or presentation describing what the organization monitors, the indicators of expected service quality, potential performance abnormalities and how to respond to abnormalities if they do occur.

Job Related Competencies: Ability to provide personal computer operations desk side IT support for customers.

GP 4.5

Know: Organization's practices and procedures for providing **desk side customer assistance** with personal computer operations.

Do: Successfully execute the organization's procedures for providing desk side IT support to customers. Make successful field calls to deliver desk side IT support for customers.

Exit: Make successful field calls to deliver desk side IT support for customers.

Job Related Competencies: Ability to install and test personal computer software upgrades.

GP 4.6

Know: Organization's practices and procedures for **installing software upgrades** on user's personal computers.

Do: Successfully execute the organization's desk side support procedures for installing software upgrades. (Remote technical assistance - if applicable). Successfully deploy a significant software upgrade to a larger group of personal computer customers.

Exit: Successfully deploy a significant software upgrade to a larger group of personal computer customers.

Job Related Competencies: Ability to install and configure basic personal computer hardware and software configuration baselines.

GP 4.7

Know: Organization's practices and procedures for desktop **computer hardware and software baseline configurations**.

Do: Successfully execute the organization's procedures for personal computer hardware and software baseline configurations.

Exit: Successfully develop and publish a personal computer hardware and software baseline configuration recommendation.

Job Related Competencies: Ability to install, configure and test personal computer hardware upgrades.

GP 4.8

Know: Organization's practice and procedures for implementing **personal computer hardware upgrades**.

Do: Successfully execute the organization's procedures for implementing hardware upgrades such as; memory, disk drives, CD's, floppy drives, network cards, sound cards, CPU's, etc.

Exit: Successfully upgrade various hardware components for a significant number of personal computers. Obtain A+ hardware certification.

Do: Successfully execute the organization's procedures for developing and publishing customer self-help and informational documents.

Exit: Successfully develop or revise a number of customer self-help or informational guidance documents.

Job Related Competencies: Ability to install, configure and provide instruction on basics of using common office software tools.

GP 4.11

Know: How to configure and provide assistance to customers in using common **office software tools**.

Do: Successfully execute installation, configuration and customer assistance in using common office software tools such as; Word, Excel and Power Point.

Exit: Provide a short training session on the basics of configuring and using the organization's office software tools.

Job Related Competencies: Ability to install and properly configure common end user network devices.

GP 4.14

Know: Practices and procedures for **connecting end user devices** to the network.

Do: Successfully install and configure end-user network devices including servers, workstations, printers, plotters, scanners, IP phones, etc.

Exit: Successfully install and configuration various end user network devices.



2. ON THE JOB TRAINING WITH EMPLOYMENT AFTER NPOWER INTERNSHIP

Information Technology Generalist

On the Job Training with Employment after NPower Internship

Job Related Competencies: Ability to develop IT procurement specifications, process requisitions, and prepare IT assets for disposal.

GP 1.3

Know: Concepts and practices for IT **asset management** including acquisition, inventory, management and disposal.

Do: Participate in requesting an IT asset from existing inventories, and development of specifications and requisitioning of new IT assets. Participate in the organization's IT inventory efforts and in preparing and disposing of IT assets.

Exit: Show successfully processed IT asset requests, procurement requests and completed IT asset disposal process documents.

Job Related Competencies: Ability to conduct research, evaluations and assessments, including documenting and presenting the benefits of using existing, emerging or new technologies to improve a business function.

GP 1.4

Know: Concepts and practices for **evaluating existing, emerging or new technologies** and assessing business opportunities.

Do: Participate in the research, evaluation and assessment of an existing, emerging or new technology for use in a business function. Document and present results of the study (including research, evaluation, and business benefits for use of a new technology) with recommendations for adoption.

Exit: A successfully documented and presented study including research, evaluation, and business benefits, for use of a new technology.

Operations Management

Job Related Competencies: Ability to define and discuss the organization's standard operational procedures.

GP 2.1

Know: **Standard operating procedures** and practices for the organization.

Do: Define and discuss the organization's standard operational procedures. Develop a written outline of the organization's standard operating procedures.

Exit: A written outline for organization's standard operational procedures that is accurate and complete.

Job Related Competencies: Ability to select, develop and maintain effective operational performance metrics.

GP 2.2

Know: Operations **performance measurement** concepts and practices.

Do: Describe how the organization measures operational performance. Successfully develop an operational performance metric for an area of the organization's operation.

Exit: Successfully develop an operational performance metric.

Job Related Competencies: Ability to document and publish operational status communications.

GP 2.3

Know: Organization's practices and procedures for communicating **operational status** of IT infrastructure systems and services.

Do: Accurately describe the organization's procedures for documenting and communicating operational status of IT infrastructure systems and services. Successfully implement a number of operational status communications.

Exit: Successfully implement a number of operational status communications.

Job Related Competencies: Ability to communicate effectively with customers and to develop effective customer communications techniques.

GP 2.4

Know: The value of **customer communications** methods and practices.

Do: Describe how the IT organization communicates with its customers. Practice these concepts in communicating with customers. Create a short paper or presentation on effective customer communications or on a new technique for improving Communications

Exit: Short paper or presentation on effective customer communications or on a new technique for improving communications.

Job Related Competencies: Ability to participate as an effective member of a team.

GP 2.5

Know: Understand general **team building** concepts, the value of teamwork and general principles of high-performance teams.

Do: Successfully practice teamwork principles. Participate as a member of 2 or more teams conducting different efforts.

Exit: Effective participation as member of 2 or more teams.

Project Management

Job Related Competencies: Ability to explain, discuss and communicate the fundamental concepts of project management.

GP 3.1

Know: Nationally recognized basic **project management concepts** and the basic project management practices used by the organization.

Do: Accurately describe the nine areas of PMBOK. Identify how these concepts are applied by the organization. Develop a short paper or presentation describing how basic project management concepts are applied in the organization.

Exit: A short paper or presentation on how basic project management concepts are applied in the organization.

Job Related Competencies: Ability to analyze the outcome of a simple project and develop lessons learned.

GP 3.4

Know: Basics of project outcome analysis and **lessons learned**.

Do: Analyze the outcome of a project as a member of a project team or independently for a simple project. Present the outcomes of the project with supporting analysis and lessons learned.

Exit: The outcomes of a project are formally presented along with supporting analysis and lessons learned.

Web Services

Job Related Competencies: Ability to develop and publish basic web pages.

GP 5.2

Know: Organization's practices and procedures for **developing and publishing web pages**.

Do: Review, learn and successfully practice the organization's procedures for developing, approving and publishing web pages including; using the standard web page development software, developing the standard look and feel, assuring security requirements are addressed, etc.

Exit: Successfully develop new or revised general purpose web pages.

Information Assurance

Job Related Competencies: Ability to understand and explain security and Information Assurance terminology.

GP 6.1

Know: The "language" of security - **terms and acronyms**.

Do: Study and learn security terminology and common security acronyms.

Exit: Ability to understand and explain security and Information Assurance terminology.

Job Related Competencies: Ability to explain and discuss the IA organizational titles, roles and responsibilities.

GP 6.2

Know: The roles and responsibilities of the **Information Assurance Organization**.

Do: Correctly identify the IT organization structure, roles and responsibilities including roles such as; System Administrator, Information Assurance Manager, Information Assurance Officers, Network Security Manager, Network Security Officers, and Designated Approval Authority. Provide a complete and accurate short presentation or paper on the organization's security roles and responsibilities.

Exit: A complete and accurate short presentation or paper on the organization's security roles and responsibilities.

Job Related Competencies: Ability to configure password characteristics for a domain.

GP 6.3

Know: Password Security Concepts

Do: Become familiar with password policy and characteristics (length, complexity, age, etc....) associated with domains.

Exit: Demonstrate the ability to configure password characteristics for a domain.

Job Related Competencies: Ability to explain, discuss and communicate the importance of Information and Systems security including common risks, threats and vulnerabilities.

GP 6.4

Know: Common information **security risks and threats**.

Do: Review, discuss and learn the importance of Information Systems Security. Understand the importance of protection mechanisms

Exit: Completion of video training and a monitored discussion with organization security personnel on the importance of IT security practices.

Job Related Competencies: Ability to discuss, explain and communicate organizational security policies and practices and supporting rationale.

GP 6.5

Know: Organization's **security policies** and practices.

Do: Identify the organization's security policy and practices and how they combine to implement due care and due diligence within

an organization. Develop a short presentation or paper to a security audience demonstrating a working knowledge of the organization's security policies and practices.

Exit: A short paper or presentation to a security audience demonstrating a working knowledge of the organization's security policies and practices.

Job Related Competencies: Ability to explain, discuss and communicate the organization's security ethics policies and fundamental federal security statutes.

GP 6.6

Know: Organizational **security ethics** and federal ethics statutes.

Do: Demonstrate a working knowledge of the organization's security ethics, applicable National security ethics, statutes and organizations acceptable use policy. Provide a short presentation to a group on security ethics of the organization.

Exit: A short presentation to a group on security ethics of the organization and federal statutes.

Job Related Competencies: Ability to discuss and communicate basic information about the organization's firewall.

GP 6.8

Know: Basic **concepts**, configurations and policies related to the organization's **firewall** services.

Do: Accurately describe the organization's firewall policies, configurations and general concepts. Deliver a short paper or presentation to a security audience demonstrating a working knowledge of the organization's firewall concepts, policies and practices.

Exit: A short paper or presentation to a security audience demonstrating a working knowledge of the organization's firewall concepts, policies and practices.

Job Related Competencies: Ability to monitor network IDS; to configure IDS alerts and to perform IDS log analysis and incident reporting

GP 6.9

Know: Practices and procedures for monitoring network **Intrusion Detection Systems (IDS)**.

Do: Accurately describe procedures for monitoring, assessing and reporting incidents detected by the organizations IDS. Participate in the establishment of IDS alerts, IDS log analysis and incident reporting practices. Conduct IDS monitoring, analysis and reporting activities.

Exit: Conduct IDS monitoring, analysis and reporting activities.

Networks & Infrastructure

Job Related Competencies: Ability to explain basic organization's network architectures and supporting technologies.

GP 7.1

Know: Basic understanding for **organization's network architectures** and technologies.

Do: Participate in document reviews and discussions on organizational network architecture and supporting technologies. Develop a short paper or presentation that accurately explains the organizational network architecture and supporting technology.

Exit: A short paper or oral presentation that accurately explains the organizational network architecture and supporting technologies.

Job Related Competencies: Ability to maintain a safe working environment.

GP 7.2

Know: Organizational **safety procedures** and policies.

Do: Successfully complete safety training for network topics such as chemicals, confined spaces, electrical hazards, falls, ladder, lifting, lockouts, PPE, tools and fiber optics.

Exit: Successful and complete participation in safety training for network topics such as chemicals, confined spaces, electrical hazards, falls, ladder, lifting, lockouts, PPE, tools and fiber optics.

Job Related Competencies: Ability to explain basic operational concepts of Internet Protocols

GP 7.3

Know: Basic operational concepts of **Internet Protocols** and the Internet.

Do: Complete training and discuss observations. Provide a demonstration of basic knowledge.

Exit: Completion of training and a demonstration of basic knowledge.

Job Related Competencies: Ability to define requirements, common technologies and appropriate uses of LAN.

GP 7.4

Know: Common concepts and practices of **Local Area Networks (LAN)** and architectures.

Do: Participate in classroom training, document reviews and discussions of LAN architectures. Participate in reviews of organizational network documentation of technical approaches and designs for these architectures. Deliver a short presentation or paper describing the concepts and practices related to LAN and how these architectures are employed by the organization.

Exit: A short paper or oral presentation describing the concepts and practices related to LAN and how these architectures are employed by the organization.

Multi-Media

Job Related Competencies: Ability to explain, discuss and communicate information on the organization's multi-media capabilities.

GP 8.1

Know: Organization's multi-media **operational concepts** and supporting technologies.

Do: Review, discuss, practice and learn organization's multi-media implementations, supporting technologies, and functional services supported. Deliver a short paper or presentation on the organization's multi-media implementation including identification of business benefits and potential new uses of the technology.

Exit: Short paper or oral presentation on the organizations' multi-media implementation including identification of business benefits and potential new uses of the technology.

Job Related Competencies: Ability to establish and manage point-to-point and multi-point VTC sessions and to do basic VTC troubleshooting and maintenance to the extent applicable to the organization.

GP 8.2

Know: **Video Tele-Conferencing** systems and solutions used by the organization.

Do: Review and learn about the VTC systems used by the organization. Review, learn and successfully practice how to establish and manage VTC sessions for point-to-point and point-to-multi-point sessions including troubleshooting basic problems and knowing who to contact for the more complex problems. (if applicable)

Exit: Successfully establish and manage VTC sessions. (If applicable)

Job Related Competencies: Ability to develop more complex Power Point presentations.

GP 8.4

Know: How to incorporate multi-media techniques into a **PowerPoint presentation**.

Do: Develop more advanced Power Point presentation by incorporating various multi-media technologies.

Exit: Independently develop and deliver a more advanced Power Point presentation.

Software

Job Related Competencies: Ability to explain, discuss and communicate SW system architectures and supporting technologies used by the organization.

GP 9.1

Know: Organization's **software system architectures** and design concepts.

Do: Review, discuss, and learn the organization's general software system architecture approach and supporting technologies, software development lifecycle and software development policies. Create a short paper or oral presentation that describes the software system architectures and supporting technologies used by the organization.

Exit: Short paper or oral presentation that describes the software system architectures and supporting technologies used by the organization.

Job Related Competencies: Ability to decompose software application systems and to develop functional decomposition diagrams.

GP 9.2

Know: Functionality of the organizations primary **software application systems**.

Do: Review, discuss and learn about the primary software application systems used by the organization including; identifying customers of the systems, functions performed by the system, administrators of the system, technologies used by the systems, etc. Develop an accurate and complete top-level functional decomposition diagram for one of the organization's critical software application systems.

Exit: Develop an accurate and complete top-level functional decomposition diagram for one of the organization's critical software application systems.

Database

Job Related Competencies: Ability to explain, discuss and communicate high-level information about the database tools and technologies used by the organization.

GP 10.1

Know: Database **concepts and technologies** used by the organization.

Do: Review, discuss and apply the organization's database tools and technologies including; database engines, applications, system support tools and utilities, backup and recovery procedures and roles and responsibilities of the support staff. Deliver a short paper or oral presentation on the database concepts and technologies used by the organization.

Exit: A short paper or oral presentation on the database concepts and technologies used by the organization.

Appendix A

RELATED INSTRUCTION OUTLINE INFORMATION TECHNOLOGY GENERALIST O*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 1059CB

1. ILT-INSTRUCTOR LED TRAINING

Information Technology Generalist Instructor Led Training with NPower Current Class Model

Job Related Competencies: Ability to effectively follow the organization's rules, responsibilities as well as basic workplace ethics and policies. Ability to explain basic principles of work ethics, interpersonal communication and the organization's basic structure and functions to other employees. Ability to work safely and follow established safety procedures.

GP 0.1

Know: Organization's structure, **rules, responsibilities, work ethics** and related policies. Organization's **safety policies**.

ILT: New employee orientation session and safety training 12 Hours

Exit: Review validates an understanding of the organization's structure, personnel rules, responsibilities and general understanding of work ethics, interpersonal communications and related policies. Understands and practices safety procedures and rules.

Job Related Competencies: Ability to integrate organizational mission/goals & vision into work practices and use benchmarking and "best practices" to improve performance.

GP 0.2

Know: The organization's goals, mission and vision as well as the concepts of "best practices", benchmarking and mechanisms for sharing innovative ideas.

ILT: Seven habits of highly effective people 12 Hours

Exit: Review validates an understanding of the organization's goals, mission and vision and how "best practices" and benchmarking can be used by the organization.

Job Related Competencies: Ability to engage and utilize employee benefit and development programs.

GP 0.4

Know: Basic use of organization's **office SW tools** such as Word and Excel and office HW such as copiers, fax machines etc.

ILT: Office Software Training 12 Hours

Exit: Produce one or more work products using the organization's common office tools such as MS Power Point, Excel and Word. Basic proficiency is demonstrated.

Job Related Competencies: Ability to use common office tools to produce documents, spreadsheets and presentations.

GP 0.6

Know: How to prepare and deliver effective **oral presentations**.

ILT: Communications 20 Hours

Exit: Three formal oral presentations are prepared and effectively delivered to an appropriate audience.

Job Related Competencies: Ability to prepare a complete, accurate and convincing formal report on a technical subject using standard formats and office tools.

GP 0.7

Know: Basic principles of technical writing and how to prepare **formal technical reports**.

ILT: Principles of technical writing

20 Hours

Exit: Completion and acceptance of a formal technical report that is complete, accurate and effective and is produced using standard formats and office tools.

Resource Management (GP1)

Job Related Competencies: Ability to assist with development of organizational plans and budgets.

GP 1.1

Know: Processes and concepts of the organization's **budgeting and planning** practices.

ILT: Business Management

12 Hours

Exit: A review validates an understanding for the organizational planning, budgeting, approval processes and how funding flows within the organization.

Operations Management (GP2)

Job Related Competencies: Ability to participate as an effective member of a team.

GP 2.5

Know: Understand general **team building** concepts, the value of teamwork and general principles of high-performance teams.

ILT: Principles of Team building

40 Hours

Exit: Effective participation as member of 2 or more teams.

Project Management (GP3)

Job Related Competencies: Ability to explain, discuss and communicate the fundamental concepts of project management.

GP 3.1

Know: Nationally recognized basic **project management concepts** and the basic project management practices used by the organization.

ILT: Project Management Concepts (PMI or equivalent)

20 Hours

Exit: A short paper or presentation on how basic project management concepts are applied in the organization.

Helpdesk (GP4)

Job Related Competencies: Ability to staff the organizations helpdesk for fielding and responding to customer assistance calls.

GP 4.1

Know: Organization's practices and procedures for **customer helpdesk calls**.

ILT: Tech Support / Helpdesk Functions

20 Hours

Exit: Staff the organization's helpdesk on multiple occasions.

Job Related Competencies: Ability to provide personal computer operations desk side IT support for customers.

GP 4.5

Know: Organization's practices and procedures for providing **desk side customer assistance** with personal computer operations.

ILT: PC hardware 20 Hours

Exit: Make successful field calls to deliver desk side IT support for customers.

Job Related Competencies: Ability to install and configure personal computer operating system software.

GP 4.12

Know: How to configure **personal computer operating system** features.

ILT: Operating Systems 20 Hours

Exit: Successfully install and configure personal computer operating system software on a number of computers. Obtain A+ Operating system certification.

Job Related Competencies: Ability to install and properly configure wireless end user network devices and connections.

GP 4.16

Know: Practices and procedures for **connecting wireless devices** and users.

ILT: Wireless / Telecommunications 20 Hours

Exit: Successfully install and configure various wireless devices and end user network connections.

Web Services (GP5)

Job Related Competencies: Ability to install and properly configure wireless end user network devices and connections.

GP 5.2

Know: Organization's practices and procedures for **developing and publishing web pages**.

ILT: Internet Applications 24 Hours

Exit: Successfully develop new or revised general purpose web pages.

Information Assurance (GP6)

Job Related Competencies: Ability to explain, discuss and communicate the importance of Information and Systems security including common risks, threats and vulnerabilities.

GP 6.4

Know: Common information **security risks and threats**.

ILT: Information Age Technology", "Federal Information Systems Security Awareness", "Computer Security 101", "Protect your AIS", "Protect your AIS, the Sequel", "Networks at Risk", "Identity Theft: Protect Yourself" (WBT) Videos 10 Hours

Exit: Completion of video training and a monitored discussion with organization security personnel on the importance of IT security practices.

Job Related Competencies: Ability to install and properly configure basic workstation and network firewalls.

GP 6.7

Know: Organization's practices and procedures for installing, configuring and maintaining **workstation and network firewalls**.

ILT: Security Concepts 10 Hours

Exit: Successfully conduct firewall installations, configurations and maintenance activities.

Networks & Infrastructure (GP7)

Job Related Competencies: Ability to explain basic operational concepts of Internet Protocols

GP 7.3

Know: Basic operational concepts of **Internet Protocols** and the Internet.

ILT: "Warriors of the Net" 8 Hours

Exit: Completion of training and a demonstration of basic knowledge.

Job Related Competencies: Ability to define requirements, common technologies and appropriate uses of LAN.

GP 7.4

Know: Common concepts and practices of **Local Area Networks** (LAN) and architectures.

ILT: Network Essentials Level I (Networking) 8 Hours

Exit: A short paper or oral presentation describing the concepts and practices related to LAN and how these architectures are employed by the organization.

Multi-Media (GP8)

Job Related Competencies: Ability to deliver minor contributions such as code, documentation or quality testing to a software development effort.

GP 9.3

Know: Basic **software development concepts** used by the organization.

ILT: Programming/Software Development 8 Hours

Exit: Successfully and actively participate on a software development team by generating some code, completing some supporting documentation and support for testing.

Database (GP10)

Job Related Competencies: Ability to perform less complex application systems troubleshooting and problem isolation.

GP 10.2

Know: Basics concepts of **database design** (Field, cell, record) and relationships.

Do: Participate with a team in the logical and physical design of a database. Independently design a simple database schema.

ILT: Database concepts 8 Hours

Exit: Complete ILT training on database concepts and design a simple database schema.

Totals of Instructor Led Training Hours of: 304 Hours

SELECTION PROCEDURES

- A.** NPower will schedule a personal interview and evaluation session for all applicants who have met the minimum qualifications. All applicants must have submitted the required documentation before the personal interview. Applicants will be notified of the date, time and place and/or method for the interview to be conducted.
- B.** Each applicant will be interviewed by an NPower official. The recruiter/interviewer will rate each applicant during the interview on each of the factors on the applicant rating form taking into account the information on the application and the required documents submitted. Each recruiter/interviewer has a pre-approved list of questions to ask the applicant and will score each applicant on the general nature of their answers. The sponsor's selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Summary Form.
- C.** Upon completing all interviews and analyzing the applicants' qualifications the sponsor's selecting official will make a determination using the annotated Interview forms. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.
- D.** Selected applicants must respond to the offer of employment within 48 hours of notice of selection. If no response is received within the period specified the sponsor will move past their name to the next applicant in the pool. Applicants passed over will be contacted by the sponsor by email and/or phone to determine if the applicant is still interested. If no response is received in fifteen (15) working days from the notices the applicant's name will be removed from the list.
- E.** The list containing qualified applicants from this pool of eligible will be active for 90 days and will be kept on file for a period of five (5) years.

Appendix A2



WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

Appendix A2

WORK PROCESS SCHEDULE CYBER SECURITY SUPPORT TECHNICIAN O*NET-SOC CODE: 15-1212.00 RAPIDS CODE: 2050CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is competency based, supplemented by the minimum required 350 hours of related instruction. (Note: The competency- based training approach does not require hours.)

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentice(s) to 1 Journeyworker(s).

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: \$30.00. In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

Term Example:

1st \$15.50 (Upon Successful Completion of Support Technician 1 Competencies)
2nd \$21.00 (Upon Successful Completion of the Support Technician 2 Competencies)

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see Page 26.



**WORK PROCESS SCHEDULE
CYBER SECURITY SUPPORT TECHNICIAN
O*NET-SOC CODE: 15-1212.00 RAPIDS CODE: 2050CB**

1. NPOWER INTERNSHIP

**Cyber Security Support Technician - Information Assurance Apprentice
Technician Level 1**

Information Assurance Specialization - General (IA1 1.1)

Job Related Competencies: Ability to understand and explain security and Information Assurance terminology.

IA1 1.1

Know: The "language" of security - **terms and acronyms**.

Do: Study and learn security terminology and common security acronyms.

Exit: Ability to understand and explain security and Information Assurance terminology.

Job Related Competencies: Ability to explain and discuss the IA organizational titles, roles and responsibilities.

IA1 1.2

Know: The roles and responsibilities of the **Information Assurance Organization**.

Do: Correctly identify the IT organization structure, roles and responsibilities including roles such as; System Administrator, Information Assurance Manager, Information Assurance Officers, Network Security Manager, Network Security Officers, and Designated Approval Authority. Provide a complete and accurate short presentation or paper on the organization's security roles and responsibilities.

Exit: A complete and accurate short presentation or paper on the organization's security roles and responsibilities.

Job Related Competencies: Ability to configure password characteristics for a domain.

IA1 1.3

Know: Password Security Concepts

Do: Become familiar with password policy and characteristics (length, complexity, age, etc...) associated with domains.

Exit: Demonstrate the ability to configure password characteristics for a domain.

Job Related Competencies: Ability to explain, discuss and communicate the importance of Information and Systems security including common risks, threats and vulnerabilities.

IA1 1.4

Know: Common information security risks and threats.

Do: Review, discuss and learn the importance of Information Systems Security. Understand the importance of protection mechanisms.

Job Related Competencies: Ability to discuss, explain and communicate organizational security policies and practices and supporting rationale.

IA1 1.5

Know: Organization's **security policies** and practices.

Do: Identify the organization's security policy and practices and how they combine to implement due care and due diligence within an organization. Develop a short presentation or paper to a security audience demonstrating a working knowledge of the organization's security policies and practices.

Exit: A short paper or presentation to a security audience demonstrating a working knowledge of the organization's security policies and practices.

Job Related Competencies:

IA1 1.6

Do: Demonstrate a working knowledge of the organization's security ethics, applicable National security ethics, statutes and organizations acceptable use policy. Provide a short presentation to a group on security ethics of the organization.

Exit: A short presentation to a group on security ethics of the organization and federal statutes.

Job Related Competencies: Ability of see individual IA career path.

IA1

Know: Overview of areas of **IA specialization career fields**, as seen from a career development standpoint.

Exit: Identification of general career interests.

Job Related Competencies: Ability to explain, discuss and communicate the organization's information classification system roles, classes and criteria.

IA1 1.8

Know: The organization's data **classification levels**, system roles, and criteria.

Do: Review, research and discuss how the organizations classification structure functions.

Exit: Successfully perform in-box exercise demonstrating proper data classification levels.

Job Related Competencies: Ability to develop a sound testing strategy and implement the strategy against an application.

IA1 1.9

Know: Basic Security and QA.

Do: Develop a sound testing strategy and implementing the strategy against an application including identification, tracking and communication of bugs found with developer.

Exit: End User and developer acceptance of program and components.

Job Related Competencies: Ability to maintain the organizations internal security domain.

IA1 1.10

Know: Unique and specific aspects relating to organizations **Internal Security.**

Do: Review, research and discuss significant internal security threats and potential mitigations.

Exit: Provide a discussion paper on a significant internal security threat and potential mitigations.

Job Related Competencies: Ability to focus on how operational systems are used to conduct an organization's business.

IA1 1.11

Know: Carnegie Mellon Operationally Critical Threat, Asset, and Vulnerability Evaluation (OCTAVE) Framework.

Do: Review, research and discuss purpose, key concepts and three phases of the OCTAVE model developed by Carnegie Mellon University.

Exit: Successfully evaluate the organizations security risks in an operational context.

Information Assurance Specialization - Network (IA1 2.1)

Job Related Competencies: Ability to resolve network problems using software tools.

IA1 2.1

Know: Network troubleshooting techniques.

Do: Using basic tools such as ping, trace and others to isolate and repair a network problem.

Exit: Successfully resolve problems using software tools.

Job Related Competencies: Ability to secure an organization VPN.

IA1 2.2

Know: Concepts and functions of **Virtual Private Networking**.

Do: Configure client and VPN gateway for secure authentication and encryption.

Exit: Successfully and independently configure client and VPN gateway for secure authentication and encryption.

Job Related Competencies: Ability to support an organizations router administration.

IA1 2.3

Know: Understanding the more **advanced router administration** functions and their interrelations.

Do: Configure routers, switches and other network components and put them to work in the network.

Exit: Successfully and independently configure routers, switch and other network components.

Job Related Competencies: Ability to troubleshoot the backbone and keep the network secure.

IA1 2.4

Know: Layers 1-4 of the OSI model and **securing the network backbone**.

Do: Troubleshoot the backbone. Understand router and switch protocol. Determine subtle difference between normal and abnormal functions. TACACS

Exit: Successfully provide network troubleshooting, identification of normal and abnormal functioning. Identify when to suspect a bug in IOS code.

Job Related Competencies: Ability to understand of the organizations network technologies and topologies.

IA1 2.5

Know: A basic understanding of the **organizations network layout**, technologies used, key hubs or routing centers, etc.

Do: Study existing documentation and discuss the network architecture with local networking personnel.

Exit: Create a high level network drawing showing the 3 tier network architecture of the network.

Job Related Competencies: Ability to read and revise physical network topology diagrams.

IA1 2.6

Know: Procedures of **Network Documentation**.

Do: Use network documentation to find subnets in buildings, fiber runs from building to building and network devices used in each building.

Exit: Successfully document physical network topology diagrams, using drawing and spreadsheets.

Job Related Competencies: Ability to perform network services back-ups and recoveries.

IA1 2.7

Know: Practices and procedures for **network services back-up and recovery**.

Do: Execute successful network services back-ups and recoveries. Validate that back-ups work properly in a lab environment.

Exit: Execute successful network services back-ups and recoveries.

Job Related Competencies: Ability to explain basic operational concepts of Internet Protocols.

IA12.8

Know: Basic operational concepts of **Internet Protocols** and the Internet.

Do: Complete training and discuss observations. Provide a demonstration of basic knowledge.

Exit: Completion of training and a demonstration of basic knowledge.

Information Assurance Specialization - Services (IA1 3.1)

Job Related Competencies: Ability to establish, update and disestablish user accounts and access privileges.

IA13.1

Know: Practices and procedures for user **account management** and access privileges.

Do: Successfully demonstrate the ability to maintain user accounts and access privileges. Participate in establishing, updating and disestablishing user accounts and access privileges (infrastructure access passwords, account rights, system level pass-words, strong passwords, etc.)

Exit: Successfully demonstrate the ability to maintain user accounts and access privileges.

Job Related Competencies: Ability to install and properly configure Windows 2000 and Windows NT Server computers.

IA13.2

Know: The software and procedures employed to properly **install and configure Windows 2000 and Windows NT Server** computers.

Do: Successfully complete W2k Baseline following the configuration document. Correctly configure a high-threat (e.g. DMZ) server.

Exit: Successfully and independently configure & secure a server.

Job Related Competencies: Ability to install and properly configure Microsoft Internet Explorer

IA13.3

Know: Understand the vulnerabilities and security configuration options of Microsoft Internet Explorer web browser.

Do: **Securely configure Microsoft Internet Explorer.**

Exit: Successfully and independently configure Microsoft Internet Explorer.

Job Related Competencies: Ability to provide security for PED's.

IA1 3.4

Know: Various technologies to provide **Security support for PED's.**

Do: Configure and troubleshoot PDA, cell phones, etc. research, discuss and learn best practices.

Exit: Provide a discussion paper on significant PED security threat.

Information Assurance Specialization - Operations and Applications (IA1 4.1)

Job Related Competencies: Ability to understand application architecture security risks.

IA1 4.1

Know: Customer requirements and develop a backup strategy to meet identified requirements – with emphasis on **data base and application software security risks.**

Do: Develop a backup strategy based on customer requirements and demonstrate a successful recovery within times identified in requirements.

Exit: Successfully and independently develop a backup strategy based on customer requirements and demonstrate a successful recovery within times identified in requirements.

Job Related Competencies: Ability to install and configure a secure operating system.

IA1 4.2

Know: Security Operating Systems (LINUX, UNIX, Sun OS, Windows).

Do: Install, properly configure and patching an operating system on a server in the IT test bed.

ILT:

Exit: Successfully and independently install, properly configure and patching an operating system on a server in the IT test bed. The server must pass a security vulnerability scan. Provide a briefing on the security difference between systems.

Information Assurance Specialization - Practices (IA1 5.1)

Job Related Competencies: Ability to provide security for desktop systems.

IA1 5.1

Know: Software installation, configuration, and trouble shooting. Know how to provide file security and screen saver password support for **secure desktop systems**.

Do: Use various technologies to provide security to the desktop system.

Exit: Provide a discussion paper on significant desktop operating system vulnerability supported by security scan.

Job Related Competencies: Ability to provide secure User Account Management.

IA1 5.2

Know: Basic understanding of how to create and **manage User Domain and Local system accounts**.

Do: Create, modify and delete both domain and local system accounts.

Exit: Successfully and independently provide secure User Account Management.

Information Assurance Specialization - Tools (IA1 6.1)

Job Related Competencies: Ability to obtain and assist in installing and configuring PKI software certificates on a workstation or server.

IA1 6.1

Know: Practices and procedures for obtaining and installing **Public Key Infrastructure (PKI)** user certificates.

Do: Successfully execute activities related to obtaining, installing and testing PKI certificates for end-user workstations and servers.

Exit: Execute activities for user account management and management of access privileges such as PKI.

Job Related Competencies: Ability to support and maintain organizational anti-virus services.

IA1 6.2

Know: Basics of the organizational **anti-virus** practices and tools.

Do: Successfully install, configure and maintain anti-virus software on organizational servers. Successful and complete participation in operating and maintaining organizational virus perimeter systems and workstation anti-virus definition servers.

Exit: Successful installation, configuration and maintenance of organization's anti-virus services.

Job Related Competencies: Ability to install and properly configure basic workstation and network firewalls.

IA1 6.3

Know: Organization's practices and procedures for installing, configuring and maintaining **workstation and network firewalls**.

Do: Successfully install, configure and maintain firewall services such as; workstation firewalls, subnet firewalls, organizational firewalls, etc. Participate in installing firewall block and exception lists. Participate in firewall log analysis and reporting of anomalies.

Exit: Successfully conduct firewall installations, configurations and maintenance activities.

Job Related Competencies: Ability to discuss and communicate basic information about the organization's firewall.

IA1 6.4

Know: Basic **concepts**, configurations and policies related to the organization's **firewall** services.

Do: Accurately describe the organization's firewall policies, configurations and general concepts. Deliver a short paper or presentation to a security audience demonstrating a working knowledge of the organization's firewall concepts, policies and practices.

Exit: A short paper or presentation to a security audience demonstrating a working knowledge of the organization's firewall concepts, policies and practices.

Job Related Competencies: Ability to monitor network IDS; to configure IDS alerts and to perform IDS log analysis and incident reporting.

IA1 6.5

Know: Practices and procedures for monitoring network **Intrusion Detection Systems (IDS)**.

Do: Accurately describe procedures for monitoring, assessing and reporting incidents detected by the organizations IDS. Participate in the establishment of IDS alerts, IDS log analysis and incident reporting practices. Conduct IDS monitoring, analysis and reporting activities.

Exit: Conduct IDS monitoring, analysis and reporting activities.

Job Related Competencies: Ability to manage Intrusion Detection systems.

IA1 6.6

Know: How to analyze incoming packets and protect the network using tools as Snort, Ethernet, firewalls and route nulling.

Do: Manage Intrusion Detection Systems - understand incoming packets for potential hostile intent and take protective action if required.

Exit: Install and configure an IDS system and capture a packet based on implemented signatures.

Job Related Competencies: Ability to manage the firewalls.

IA1 6.7

Know: The difference between different types of firewalls and **firewall management concepts**.

Do: Ability to analyze the requirements for a firewall entry, makes the entry, and applies it to an interface. Understanding the difference between different types of firewalls.

Exit: Analyze the requirements for a firewall entry, explain conclusions, make the entry, and then apply it to an interface. Recover from errors.

Job Related Competencies: Ability to understand the various methods of identification and authentications concepts for windows environments.

IA1 6.8

Know: Identification & Authentication Concepts.

Do: Become familiar with identification and authentication concepts for windows environments (local, domain, etc...).

Exit: Describe the various methods of identification and authentications concepts for windows environments.

Information Assurance Specialization - Soft Skills (IA1 7.1)

Job Related Competencies: Listens to others; makes clear and effective oral presentations to individuals and groups.

IA1 7.6

Know: ORAL COMMUNICATIONS

Do: Participate in site visits. Assist in developing EEO Special Observances. Represent supervisor at meetings/conferences. Give briefings/presentations. Participate in professional organizations. Serve as guest lecturer for community events. Perform volunteer work. Serve as member of Workforce Diversity Council.

Exit: Listens to others; makes clear and effective oral presentations to individuals and groups.

Job Related Competencies: Communicates effectively in writing; reviews and critiques others' writing.

IA1 7.7

Know: WRITTEN COMMUNICATIONS

Do: Attend meetings/conferences as recorder. Author/revise activity directives. Edit others' writing. Review correspondence/reports. Draft routine correspondence. Prepare reports. Request others proofread your writing & provide feedback.

Exit: Communicates effectively in writing; reviews and critiques others' writing.

Job Related Competencies: Recognizes and defines problems; analyzes relevant information; encourages alternative solutions and plans to solve problems.

IA1 7.8

Know: PROBLEM SOLVING

Do: Shadow a supervisor. Shadow an EEO Counselor. Serve on a working group. Participate in brainstorming sessions to consider multi-decision alternatives. Keep a record of problems that arise to identify recurrent ones. Collect or locate references that may help you with future problem solving. Survey others to pin-point problem areas. Have brainstorming session to identify possible solutions to a problem; determine most viable solution.

Exit: Recognizes and defines problems; analyzes relevant information; encourages alternative solutions and plans to solve problems.

Job Related Competencies: Possesses knowledge of the mission and organization of NUWC Keyport; including understanding how the organization fits into the entire DoN; understands the roles and responsibilities of each Division detachment and of the major NAVSEA claimants; and how those roles and responsibilities support the DoN mission.

IA1 7.9

Know: ORGANIZATIONAL AWARENESS

Do: Familiarize yourself with goals and missions and how they support and interrelate with each other. Network with others at all levels of the organizational hierarchy. Review local activity organizational manuals, telephone books, lists of directives, and command history reports to get a "big picture" of the organization as a whole & how the various functions relate to each other.

Exit: Possesses knowledge of the mission and organization; including understanding how the organization fits into mission.

Job Related Competencies: Considers and responds appropriately to the needs, feelings, capabilities and interests of others; maintains self-control in difficult situations; provides feedback in a constructive manner.

IA1 7.1

Know: INTERPERSONAL/TEAM SKILLS

Do: Seek feedback from peers about your interpersonal skills. Serve as member/chair of a working group. Serve as member on EEO Committee. Participate in a professional, or other volunteer community organization. Serve on a team to formulate a POA&M. Chair a panel.

Exit: Considers and responds appropriately to the needs, feelings, capabilities and interests of others; maintains self-control in difficult situations; provides feedback in a constructive manner.

Job Related Competencies: Realistically assesses own strengths, weaknesses, and impact on others; seeks feedback from others; works persistently towards a goal; demonstrates self-confidence; invests in self-development; manages own time effectively.

IA1 7.11

Know: SELF-DIRECTION

Do: Set improvement goals and establish measures to gauge level of improvement. Evaluate IDP progress quarterly. Volunteer for special assignments and/or teams. Read "The 7 Habits of Highly Effective People" (Stephen R. Covey). Write down your goals, monitor your progress, & adjust as necessary. Share your goals with your supervisor & ask for feedback on your progress. Identify a new set of skills that would be beneficial to you and learn them. Keep a daily "to-do" list & prioritize frequently. Establish firm deadlines for projects, including intermediate deadlines. Participate in professional/community organizations as a means of strengthening specific job-related skills (e.g., project management, public speaking, financial management, etc.). Keep a journal with task notes, lessons learned, goals achieved, etc.

Exit: Realistically assesses own strengths, weaknesses, and impact on others; seeks feedback from others; works persistently towards a goal; demonstrates self-confidence; invests in self-development; manages own time effectively.

Job Related Competencies: Understands and applies quality principles such as teamwork, quantitative decision making, and continuous process improvement to meet or exceed customer expectations.

IA1 7.12

Know: QUALITY PRINCIPLES

Do: Read books or periodicals that address Total Quality Management or Leadership principles (e.g., Deming, Covey, etc.). Join a working group involved in measuring customer satisfaction. Serve as facilitator for a working group. Develop and implement a survey to measure customer satisfaction. Develop reporting & tracking systems for your projects.

Exit: Understands and applies quality principles such as teamwork, quantitative decision making, and continuous process improvement to meet or exceed customer expectations.

Job Related Competencies: Actively seeks customer input; ensures customer's needs are met; continuously seeks to improve the quality of services, products, and processes. Balances customer desires with task requirements to produce a quality product or process.

IA1 7.13

Know: CUSTOMER ORIENTATION

Do: Identify your internal and external customers, and what they want and expect. Develop a presentation on quality improvement and customer satisfaction. Keep a record of and analyze complaints, missed deadlines, overtime worked, lost business, etc., to determine where improvements should be made. Design a system for surveying customer satisfaction that can be adjusted around the changing needs of customers. Network with people in other departments/organizations to determine how they analyze customer satisfaction.

Exit: Actively seeks customer input; ensures customer's needs are met; continuously seeks to improve the quality of services, products, and processes. Balances customer desires with task requirements to produce a quality product or process.

Job Related Competencies: Adapts to change in the work environment; effectively copes with stress.

A1 7.14

Know: FLEXIBILITY

Do: Perform duties in absence of supervisor. Assume Lead responsibilities. Volunteer for special assignments and/or teams. Develop multiple contingency plans. Cross-train in related field. Serve on a decision-making committee to develop multiple contingency plans.

Exit: Adapts to change in the work environment; effectively copes with stress.

Job Related Competencies: Takes action and risks when needed; makes difficult decisions when necessary.

IA1 7.15

Know: DECISIVENESS

Do: Set a target date for a decision & plan the decision process accordingly. For a complex decision, create a flow chart with several decision points. Discuss with supervisor. Volunteer for assignments with tight timelines that force decisiveness (e.g., site visits, IGs, etc.). Serve as officer in volunteer organization. Chair a panel. Serve on teams that have a specific focus. Assist in the formulation of a POA&M. Serve as a sports referee/umpire.

Exit: Takes action and risks when needed; makes difficult decisions when necessary.

Job Related Competencies: Demonstrates technical proficiency and an understanding of its impact in areas of responsibility.

IA1 7.16

Know: TECHNICAL COMPETENCE

Do: Perform duties in absence of supervisor. Shadow supervisor. Network with other people in your field. Cross-train in related field. Attend technical-specific conference(s). Keep list of relevant resources in job-related fields. Join/participate in technical job-related professional organization (e.g., American Society of Military Comptrollers, etc.). Read technical/trade articles and periodicals. Give subject matter briefs. Consult with others who have technical skills/knowledge that you lack.

Exit: Demonstrates technical proficiency and an understanding of its impact in areas of responsibility.

Job Related Competencies: Respects and values the strengths and unique offerings of different groups/ Individuals.

IA1 7.17

Know: DIVERSITY AWARENESS

Do: Assist in EEO Special Observances. Serve on EEO Committee. Shadow assignment in EEO. Seek assignments where you are exposed to cultural diversity. Develop a plan to capitalize on the diversity of your work unit by thinking of ways in which each individual's unique talents & preferences can be drawn into the work process. Discuss plan with supervisor. Obtain statistics on local workforce demographics and analyze. Sponsor an overseas student. Participate in a service organization such as Big Brothers/Big Sisters, Literacy Program, etc.



2. ON THE JOB TRAINING WITH EMPLOYMENT AFTER NPOWER INTERNSHIP

Cyber Security Support Technician - Information Assurance Apprentice Technician Level 2

Information Assurance Specialization - General (IA2 1.1)

Job Related Competencies: Ability to determine the trade-offs between security, privacy and operations and the organizational liability.

IA2 1

Know: Introduction to Privacy Laws, Regulations, Copyright, Trademark, & Patent infringement.

Do: Review, research and discuss privacy laws, regulations, copyright, trademark & patent infringement with regard to the organization.

Exit: Provide a discussion paper describing potential impacts on organizations with regard to this subject.

Job Related Competencies: Ability to understand reporting requirements and procedures of incident reporting.

IA2 1

Know: Understand reporting requirements and procedures of **incident reporting** in the event of a successful attack against our systems.

Do: Complete an incident report for a simulated successful attack.

Exit: Concise and accurate incident report for a simulated successful attack.

Job Related Competencies: Ability to maintain the organizations physical security.

IA2 1

Know: Organizations **physical security requirements** - Tempest, Harden rooms & safes, physically securing wiring closets, cable paths.

Do: Research and design a secure computer room with cryptographic equipment, acceptable to the senior engineer.

Exit: Provide a paper design for a secure computer room with cryptographic equipment, acceptable to the senior engineer.

Job Related Competencies: Ability to determine what data falls into what classification and the access controls.

IA2 1

Know: Policies and procedures that involve documents labeled **Business Sensitive, Foreign Access, etc.**

Do: In-box exercise demonstrating proper marking of appropriate document.

Exit: Successfully perform in-box exercise demonstrating proper marking of appropriate document.

Information Assurance Specialization - Network (IA2 2.1)

Job Related Competencies: Ability to resolve network problems using software tools.

IA2 2

Know: Advanced network troubleshooting techniques.

Do: Using basic tools such as ping, trace and others to isolate and repair a network problem.

Exit: Successfully resolve problems using software tools.

Job Related Competencies: Ability to understand various network designs.

IA2 2

Know: Knowledge of Windows and UNIX ports & protocols in **network designs**.

Do: Describe differences between tactical and non- tactical networks, develop notional tactical network designs, and describe typical tactical operating environments.

Exit: Successfully document understanding of various network designs.

Job Related Competencies: Ability to provide secure network administration and monitoring.

IA2 2

Know: Troubleshooting techniques for **network monitoring and administration**.

Do: Monitor the network using tools such as e-mon and HP open view. Basic network troubleshooting.

Exit: Resolve problems using software tools.

Job Related Competencies: Ability to implement various technologies to keep the LAN secure.

IA2 2

Know: The various LAN technologies, when they are used and how they are implemented to support a **secure LAN**.

Do: Implement various technologies to keep the LAN secure.

Exit: Provide secure LAN administration.

Job Related Competencies: Ability to implement various technologies to keep the WAN secure.

IA2 3

Know: The various WAN technologies, when they are used and how they are implemented to support a **secure WAN**.

Do: Implement various technologies to keep the WAN secure.

Exit: Provide secure WAN administration.

Job Related Competencies: Ability to implement best practices.

IA2 3

Know: Server Back Up & Recovery best practices.

Do: Review, learn and compile server Back up & recovery best practices.

Exit: Successfully implement Server Back Up & recovery Best Practices.

Information Assurance Specialization - Services (IA2 3.1)

Job Related Competencies: Ability to manage Active Directory Users/Group/Organizational Units.

IA2 3

Know: How to employ the services and processes to handle NT Security and authentication, resolving (translating) human-friendly names into IP addresses recognizable by computers with WINS- **Managing Active Directory Users/Group/Organizational Units.**

Do: Understand the services and creation of Organizational Unit complete with policies and security assigned by coach.

Exit: Successfully and independently manage the Active Directory Users/Group/Organizational Units.

Job Related Competencies: Ability to Manage DNS (Domain Names Services)

IA2 3

Know: How to employ the services and processes to handle Internet Address lookups, Reverse lookups, Mail Records, IP and IP Masking, and Dynamic Host Configuration Protocol setup -**Managing DNS (Domain Name Services).**

Do: Understand the concepts and Successful creation of DNS Forward/Reverse lookups, proficiency with the NSLOOKUP utility, Successful.

Exit: Successfully and independently manage the DNS.

Job Related Competencies: Ability to provide security for PED's.

IA2 3

Know: Various technologies to provide **Security support for PED's.**

Do: Configure and troubleshoot PDA, cell phones, etc. research, discuss and learn best practices.

Exit: Provide a discussion paper on significant PED security threat.

Information Assurance Specialization - Operations and Applications (IA2 4.1)

Job Related Competencies: Ability to provide web server administration.

IA2 4

Know: How to administer Window 2000 System administration tasks and Administer Internet Information Server (IIS). Understand the primary security risks related to this technology.

Do: Participate in **Web Server Security Administration** by demonstrating installation and security configuration of IIS on a server in the IT test bed.

Exit: Demonstrate installation and security configuration of IIS on a server in the IT test bed. The server must successfully withstand an intrusion attempt.

Job Related Competencies: Ability to implement best practices.

IA2 4

Know: **Desktop Back Up & Recovery best practices.**

Do: Review, learn and compile desktop Back up & recovery best practices.

Exit: Successfully implement desktop Back Up & recovery Best Practices.

Job Related Competencies: Ability to provide database backup & recovery.

IA2 4

Know: Customer requirements and develop a **database backup & recovery strategy** to meet identified requirements - with emphasis on data base and application software.

Do: Participate in the development of a backup strategy.

Exit: Successfully develop a backup strategy based on customer requirements and demonstrate a successful recovery within times identified in requirements.

Information Assurance Specialization - Practices (IA2 5.1)

Job Related Competencies: Ability to use guidelines in Information Assurance auditing.

IA2 5

Know: Guidelines in **Information Assurance Auditing**.

Do: Perform an ST&E using National Security Agency, NIST and Navy guidelines.

Exit: Successfully provide ST&E.

Job Related Competencies: Ability to perform & interpret vulnerability scans of the network.

IA2 5

Know: Knowledge of the tools and processes required for performing & interpreting **automated vulnerability scans** of the network. Knowledge of Windows and UNIX ports & protocols.

Do: Perform & interpret vulnerability scans.

Job Related Competencies: Ability to conduct external scans.

IA2 5

Know: Understanding how to request an **external scan** by Navy agencies certified to do scanning.

Do: Conduct External Scans

Exit: Complete a simulated request by preparing the proper correspondence.

Do: Understand and apply the accreditation process. Interpret and apply vulnerability scan results to prepare formal system accreditation documentation.

Exit: Perform formal accreditation of networks and/or applications.

Job Related Competencies: Ability to perform security test & evaluations.

IA2 5

Know: **Vulnerability Test & Evaluation** guidelines.

Exit: Perform security test & evaluations.

Job Related Competencies: Ability to assist with a formal DITSCAP accreditation of networks and/or applications.

IA2 6

Know: **Information Assurance Accreditation Requirements**

Do: Understand of the requirements related to various aspects of the certification.

Job Related Competencies: Ability to provide risk/threat analysis.

IA2 5

Know: Understand quantitative and qualitative **risk analysis** methods, and the concept of residual risk.

Do: Risk/Threat Analysis

Exit: Perform a Risk Assessment in conjunction with Business Case Analysis. Presenting findings in a briefing paper/group presentation.

Job Related Competencies: Ability to manage the firewalls.

IA2 6

Know: The difference between different types of firewalls and **firewall management concepts**.

Do: Ability to analyze the requirements for a firewall entry, makes the entry, and applies it to an interface. Understanding the difference between different types of firewalls.

Exit: Analyze the requirements for a firewall entry, explain conclusions, make the entry, and then apply it to an interface. Recover from errors.

Job Related Competencies: Ability to operate and maintain a Key Local Registration Authority Workstation.

IA2 6

Know: Components to **Key System Administration (PKI)**.

Do: Install and configure a DoD Key Local Registration Authority Workstation.

Exit: Successfully and independently install and configure a Key Local Registration Authority Workstation.

Job Related Competencies: Ability to apply cryptography concepts.

IA2 6

Know: Cryptography Concepts and Technology.

Do: Understand the military and commercial methods and applications of cryptography.

Exit: Describe differences and identify products for military and commercial applications.

Information Assurance Specialization - Soft Skills (IA2 6.1)

Job Related Competencies: Demonstrates and encourages high standards of behavior; adapts leadership style to situations and people; empowers, motivates and guides others.

IA2 6

Know: SITUATIONAL LEADERSHIP

Do: Seek out role models who exhibit good leadership practices and interview or shadow. Read books and listen to tapes on effective leadership and various leadership styles (e.g., Deming, Covey, etc.). Read books about successful managers (e.g., Lee Iacocca, Dave Thomas, Sam Walton, etc.). Review results of 360 Assessment to develop an understanding of your leadership style. Seek temporary assignment in your organization that provides increasing responsibilities to be accountable for a task or decision. Analyze your leadership style in relation to each of your employees (using instrument such as Myers-Briggs Inventory) and try to modify your behavior to most effectively capitalize on each employee's profile.

Serve as an officer in a service organization. Serve as a project leader for a community exhibit/event. Serve as a spokesperson for an issue at a community meeting.

Exit: Demonstrates and encourages high standards of behavior; adapts leadership style to situations and people; empowers, motivates and guides others.

Job Related Competencies: Exhibits through personal performance the principles of honor (ethical behavior), commitment (technical excellence and quality of work), and courage (mental strength to do what is right).

IA2 6

Know: DEMONSTRATE CORE VALUES

Do: Review Code of Ethics (Public Law 96-303 & 5 CFR Part 2635) periodically. Flow chart your job, re-evaluate annually, and apply improvements. Maintain a professional demeanor in interaction with others. Volunteer in community organizations in which you serve as role model (e.g., Big Brothers/Big Sisters, Literacy Program, etc.). Continuously update your knowledge of policies and regulations that apply to your area.

Exit: Exhibits through personal performance the principles of honor (ethical behavior), commitment (technical excellence and quality of work), and courage (mental strength to do what is right).

Job Related Competencies: Recognizes the value of culture, ethnic, gender, and other individual differences; provides employment and development opportunities for a diverse workforce.

IA2 6

Know: MANAGING DIVERSE WORKFORCE

Do: Familiarize yourself with EEO & Affirmative Action rules and policies. Familiarize yourself with discrimination complaints process. Serve on an EEO Committee. Serve on an activity Awards Committee. Help organize a Special Emphasis event. Evaluate the developmental needs of the employees in your work group.

Exit: Recognizes the value of culture, ethnic, gender, and other individual differences; provides employment and development opportunities for a diverse workforce.

Job Related Competencies: Develops skills in observation, listening, and one-on-one teaching; applies them to assist others to learn and continually improve their performance; and provides effective feedback; develops the ability to counsel others to help them to achieve personal and professional growth.

IA2 6

Know: COACHING/COUNSELING

Do: Develop coaching/counseling skills through involvement in a service organization (e.g., Scouting, team sports, Big Brother/Big Sisters, etc.). Read books on coaching/counseling skills. Ask employees to identify the areas in which they would find one-on-one teaching to be the most helpful; develop a plan for providing identified training. Shadow a senior manager. Perform duties in absence of supervisor.

Exit: Develops skills in observation, listening, and one-on-one teaching; applies them to assist others to learn and continually improve their performance; and provides effective feedback; develops the ability to counsel others to help them to achieve personal and professional growth.

Job Related Competencies: Anticipates and seeks to resolve confrontations, disagreements, and complaints in a constructive manner.

IA2 7

Know: CONFLICT MANAGEMENT

Do: Discuss with your supervisor a situation in which you had to exhibit conflict management skills and ask for feedback on how you handled it. Practice active listening skills. Serve on a liaison/mediator working group to resolve organizational problems/issues. Perform duties in absence of supervisor. Observe Labor Relations contract negotiation meetings.

Exit: Anticipates and seeks to resolve confrontations, disagreements, and complaints in a constructive manner.

Job Related Competencies: Considers and responds appropriately to the needs, feelings, capabilities and interests of others; provides feedback; treats others equitably; fosters cooperation, communication, and consensus among groups.

IA2 7

Know: TEAM BUILDING

Do: Serve on a project team. Hold brainstorming sessions. Serve as an officer in a professional/community organization. Chair a panel. Participate in community organizations (e.g., Scouting, sports, religious groups, etc.) Perform duties in absence of supervisor.

Exit: Considers and responds appropriately to the needs, feelings, capabilities and interests of others; provides feedback; treats others equitably; fosters cooperation, communication, and consensus among groups.

Job Related Competencies: Networks with and provides information to key groups and individuals; appropriately uses negotiation, persuasion and authority in dealing with others to achieve goals.

IA2 7

Know: INFLUENCING/NEGOTIATING

Do: Volunteer for assignments that require interaction with members of different activities and levels. Participate in a community organization (e.g., Scouting, YMCA, church, Navy Kids, etc.) Read books on influencing people, such as *How to Make Friends & Influence People*, (Dale Carnegie). Serve as a liaison/POC for an organizational objective. Observe Labor Relations contract negotiation meetings. Shadow a senior manager. Perform duties in absence of supervisor. Volunteer for site visits. Serve as a spokesperson for an issue at a community meeting.

Exit: Networks with and provides information to key groups and individuals; appropriately uses negotiation, persuasion and authority in dealing with others to achieve goals.

Job Related Competencies: Ensures effective recruitment, selection, training, performance appraisal, recognition and corrective/disciplinary action; promotes affirmative employment, good labor relations, and employee well-being.

IA2 7

Know: HUMAN RESOURCES MANAGEMENT

Do: Define & write/revise a job description for a position in your department. Familiarize yourself with Federal hiring rules & regulations. Read EEO & Affirmative Action guidelines. Establish & implement developmental assignments for new & seasoned employees in your work unit to enhance their performance and maturity on the job. Review the current performance appraisal elements/standards of your employees, analyze their measurability & appropriateness to their jobs, & make changes as necessary. (Seek assistance from the personnel office, as needed.) Familiarize yourself with procedures to reward and discipline employee performance. Familiarize yourself with employment policies. Familiarize yourself with grievance procedures.

Exit: Ensures effective recruitment, selection, training, performance appraisal, recognition and corrective/disciplinary action; promotes affirmative employment, good labor relations, and employee well-being.



**RELATED INSTRUCTION OUTLINE
CYBER SECURITY SUPPORT TECHNICIAN
O*NET-SOC CODE: 15-1212.00 RAPIDS CODE: 2050CB**

1. ILT-CURRENT CLASS – INSTRUCTOR LED TRAINING

**Cyber Security Support Technician - Information Assurance Apprentice
Technician Level 1 Classroom Training**

Information Assurance Specialization - General (IA1 1.1)

Job Related Competencies: Ability to explain, discuss and communicate the importance of Information and Systems security including common risks, threats and vulnerabilities.

IA1

Know: Common information **security risks and threats**.

ILT: Information Age Technology", "Federal Information Systems Security Awareness", "Computer Security 101", "Protect your AIS", "Protect your AIS, the Sequel", "Networks at Risk", "Identity Theft: Protect Yourself" (WBT) Videos;
<http://certifiedtechtrainers.com/Advanced%20Security%20Essentials.htm> 40 Hours

Exit: Completion of video training and a monitored discussion with organization security personnel on the importance of IT security practices.

Job Related Competencies: Ability to maintain the organizations internal security domain.

IA1

Know: Unique and specific aspects relating to organizations **Internal Security**.

ILT: Operations Security Technology 40 Hours

Exit: Provide a discussion paper on a significant internal security threat and potential mitigations.

Job Related Competencies: Ability to focus on how operational systems are used to conduct an organization's business.

IA1

Know: Carnegie Mellon **Operationally Critical Threat, Asset, and Vulnerability Evaluation (OCTAVE) Framework**.

ILT: Risk Assessment Basics 30 Hours

Exit: Successfully evaluate the organizations security risks in an operational context.

Information Assurance Specialization - Network (IA1 2.1)

Job Related Competencies: Ability to resolve network problems using software tools.

IA1

Know: **Network troubleshooting** techniques.

ILT: Networking I 30 Hours

Exit: Successfully resolve problems using software tools.

Job Related Competencies: Ability to secure an organization VPN.

IA1

Know: Concepts and functions of **Virtual Private Networking**.

ILT: Network Security Basics 30 Hours

Exit: Successfully and independently configure client and VPN gateway for secure authentication and encryption.

Job Related Competencies: Ability to support an organizations router administration.

IA1

Know: Understanding the more **advanced router administration** functions and their interrelations.

ILT: Networking II

30 Hours

Exit: Successfully and independently configure routers, switch and other network components.

Job Related Competencies: Ability to troubleshoot the backbone and keep the network secure.

IA1

Know: Layers 1-4 of the OSI model and **securing the network backbone.**

ILT: Networking III

30 Hours

Exit: Successfully provide network troubleshooting, identification of normal and abnormal functioning. Identify when to suspect a bug in IOS code.

Job Related Competencies: Ability to explain basic operational concepts of Internet Protocols.

IA1

Know: Basic operational concepts of **Internet Protocols** and the Internet.

ILT: "Warriors of the Net"

30 Hours

Exit: Completion of training and a demonstration of basic knowledge.

Information Assurance Specialization - Tools (IA1 6.1)

Job Related Competencies: Ability to install and properly configure basic workstation and network firewalls.

IA1

Know: Organization's practices and procedures for installing, configuring and maintaining **workstation and network firewalls.**

ILT: Security Concepts

30 Hours

Exit: Successfully conduct firewall installations, configurations and maintenance activities.

Information Assurance Specialization - Soft Skills (IA1 7.1)

Job Related Competencies: Listens to others; makes clear and effective oral presentations to individuals and groups.

IA1

Know: **ORAL COMMUNICATION**

ILT: Effective Briefing Techniques; Interpersonal Communications; Executive Writing & Speaking; Communication & Conflict Mgmt Skills; How to Make Presentations with Confidence & Power; Public Speaking; Speech Writing; Analysis & Delivery Business & Professional Communication.

30 Hours

Exit: Listens to others; makes clear and effective oral presentations to individuals and groups.

Job Related Competencies: Communicates effectively in writing; reviews and critiques others' writing.

IA1

Know: **WRITTEN COMMUNICATIONS**

ILT: Spelling; Grammar & Punctuation Skills; Contemporary Navy Writing; Report Writing; Editing & Proofreading Skills; English Grammar & Usage; Technical Writing; Editing Your Own Writing; Writing Effective Letters & Memos; Executive Writing & Speaking; Proofreading & Editing Skills; Programmed Punctuation; Writing Analytical Reports; Business Communications; Professional Writing.

Exit: Communicates effectively in writing; reviews and critiques others' writing.

Totals of Instructor Led Training Hours of Current NPower Class

350 Hours

SELECTION PROCEDURES

- A.** NPower will schedule a personal interview and evaluation session for all applicants who have met the minimum qualifications. All applicants must have submitted the required documentation before the personal interview. Applicants will be notified of the date, time and place and/or method for the interview to be conducted.
- B.** Each applicant will be interviewed by an NPower official. The recruiter/interviewer will rate each applicant during the interview on each of the factors on the applicant rating form taking into account the information on the application and the required documents submitted. Each recruiter/interviewer has a pre-approved list of questions to ask the applicant and will score each applicant on the general nature of their answers. The sponsor's selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Summary Form.
- C.** Upon completing all interviews and analyzing the applicants' qualifications, the sponsor's selecting official will make a determination using the annotated Interview forms. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.
- D.** Selected applicants must respond to the offer of employment within 48 hours of notice of selection. If no response is received within, the period specified the sponsor will move past their name to the next applicant in the pool. Applicants passed over will be contacted by the sponsor by email and/or phone to determine if the applicant is still interested. If no response is received in fifteen (15) working days from the notices, the applicant's name will be removed from the list.
- E.** The list containing qualified applicants from this pool of eligible will be active for 90 days and will be kept on file for a period of five (5) years.