WORKPLACE KNOW-HOW – The SCANS Standards

Includes competencies (things an effective worker can productively use) and a foundation of skills and personal qualities for solid job performance.

Competency (with Indicators)	Mod. 1	Mod. 2	Mod. 3	Mod. 4	Mod. 5	Mod. 6	Mod. 7	Mod. 8	Mod. 9	Mod. 10
1. Resources: Identifies, organizes, plans, and allocates resources • Time: Understands, follows, and prepares a schedule • Money: Prepares and follows a budget • Material: Allocates material resources • People: Allocates personnel resources	X	X	X		X	X				X
2. Information: Acquires and uses necessary information • Identifies, finds, and selects necessary information • Assimilates and integrates information from multiple sources • Represents, conveys, and communicates information to others effectively • Converts information from one form to another • Prepares, interprets, and maintains quantitative and nonquantitative records and information, including visual displays	X	X	X	X	X	X	X	X	X	X
3. Interpersonal Skills: Works with others • Participates as an effective member of a team • Facilitates group learning • Teaches others new skills • Serves clients/customers • Influences (informs, explains, persuades, convinces)an individual or group • Negotiates to arrive at a decision • Works well with all kinds of people • Understands how the social/organizational system works	X	X	X	X	X					X
4. Systems: Understands complex inter-relationships 1. Understands how system components interact to achieve goals 2. Identifies, anticipates, and manages consequences 3. Monitors and corrects performance, identifies trends and anomalies 4. Links symbolic representations to real-world phenomena 5. Integrates multiple displays	X	X	X	X	X	X	X		X	X
5. Technology: Works with a variety of technologies • Selects and uses appropriate technologies • Visualizes operations and programs machines to perform work • Employs computers for input, presentation, and analysis • Troubleshoots and maintains technologies • Designs systems to perform complex tasks efficiently	X		X	X	X	X	X	X	X	X
Foundation (with Indicators)	Mod. 1	Mod. 2	Mod. 3	Mod. 4	Mod. 5	Mod. 6	Mod. 7	Mod. 8	Mod. 9	Mod. 10
1. Basic Skills: • Reading and writing, arithmetic and mathematics, speaking and listening	X	X	X	X	X	X	X	X	X	X
2. Thinking Skills: • thinking creatively, making decisions, solving problems, seeing things in the mind's eye, knowing how to learn, and reasoning	X	X	X	X	X	X	X	X	X	X
3. Personal Qualities: • individual responsibility, self-esteem, sociability, self-management, and integrity	X	X	X	X	X	X	X	X	X	X

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The Tasks of a MOUSE Squad Technician Align with Standards

SCANS Competencies	Tasks of the MOUSE Squad Technician
1. Resources: Identifies, organizes, plans, and allocates resources (time, money, materials, space, staff).	• Perform the duties of a team leader by managing and planning for the work of the entire MOUSE Squad. • Identify and test cable connections, configure Internet browsers for Internet connection, and install and remove various internal components. • Adjust virtual memory settings to extend the capabilities of a computer's built-in RAM.
2. Information: Acquires and uses necessary information (Acquiring and evaluating data, organizing and maintaining files, interpreting and communicating, and using computers to process-information).	• Define the functions of basic internal and external computer components. • Demonstrate troubleshooting and problem-solving strategies. • Identify and evaluate things on a local area network (LAN) • Perform the duties of an information manager and collect and analyze data to continually improve the Squad's ability to support clients. • Implement a technology inventory. • Design troubleshooting flow charts to help target and resolve common technical problems. • Implement the use of the MOUSE Squad ticket filing system. • Explain the differences between an industry help desk and the MOUSE Squad help desk.
3. Interpersonal Skills: Works with others (Working on teams, teaching others, serving customers, leading, negotiating, and working well with people from culturally diverse backgrounds).	• Work well with other technicians to solve problems and conduct routine maintenance. • Uphold the responsibilities of your role on the Squad. • Work together to set up, launch, and manage the MOUSE Squad help desk. • Work well with clients (respectful, trustworthy, good communicator, etc.). • Implements strategies for dealing with difficult clients. • Give clear directions and effectively teaches others how to perform technical tasks.
4. Systems: Understands complex inter-relationships (Understanding social, organizational, and technological systems; monitoring and correcting performance; designing or improving systems).	• Identify and test cable connections, configure Internet browsers for Internet connection, and install and remove various internal components. • Configure TCP/IP to enable computers to access the Internet and network services. • Demonstrate troubleshooting and problem solving strategies. • Adjust virtual memory settings to extend the capabilities of a computer's built-in RAM. • Identify and evaluate things on a local area network (LAN). • Practice the use of the MOUSE Squad ticket tracking system. • Implement strategies for dealing with difficult clients.

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5. Technology: Works with a variety of Technologies (Selecting equipment and tools, applying technology to specific tasks, maintaining and troubleshooting technologies).	• Connect and set up a computer. • Identify and test cable connections, configure Internet browsers for Internet connections, and install and remove various internal components. • Perform the routine duties of a MOUSE Squad technician as they relate to troubleshooting and problem solving technical problems and conducting routine maintenance of computers and peripherals. • Configure TCP/IP to enable computers to access the Internet and network services. • Design troubleshooting flow charts to help target and resolve common technical problems.
SCANS Basic Skills	**Tasks of the MOUSE Squad Technician**
1. Basic Skills (reading and writing, arithmetic and mathematics, speaking and listening)	• Read technical information (online and print-based) to solve problems. • Communicate well with others: help teachers and students learn to operate computers correctly, show them how to correct user-error, and update clients as to the status of a ticket request. • Calculate and analyze data regarding MOUSE Squad activities. • Explain what a help desk is and how it functions. • Identify and explain the benefits of the MOUSE Squad program for individuals and schools.
2. Thinking Skills (thinking creatively, making decisions, solving problems, seeing things in the mind's eye, knowing how to learn, and reasoning)	• Demonstrate troubleshooting and problem solving strategies. • Develop troubleshooting flow charts to aid in targeting and resolving common technical problems.
3. Personal Qualities (individual responsibility, self-esteem, sociability, self-management and integrity)	• Makes a commitment to the MOUSE Squad and signs the MOUSE Squad pledge. • Takes responsibility for doing the best work possible on the MOUSE Squad. • Implement strategies for dealing with difficult clients.

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