Information Technology Officer

Specialty Track Study Guide

PREFACE

Officers use this study guide to complete training and attain ratings in the Information Technology Officer specialty track.

Welcome to the Civil Air Patrol Information Technology Officer specialty track!

This pamphlet prepares you for the responsibilities of a Civil Air Patrol Information Technology Officer (ITO). It applies to Information Technology Officers at all levels, including squadrons, groups, wings, and regions. Information Technology in the world today is extremely broad in scope. The purpose of this pamphlet is to help the IT Officer focus on those technologies that will be used while performing CAP missions. While every effort is made to keep this guide up to date, as fast as technology moves today, this guide will never be all inclusive.

This pamphlet is divided into several sections with three sections related to attaining the technician, senior, and master ratings in this specialty area. Progressively mastering the material in each section will prepare you for positions of increased responsibility. Study each section and apply the information to actual situations on the job. It should be noted that this is a pamphlet only. The information contained herein is intentionally broad in scope. You may be assigned a local on-the-job training supervisor to assist you. You should be able to learn the job through self-study, on-line resources, and Computer Based Training (CBT).

When you are convinced that you are proficient in the objectives described for each section, take the written examination that accompanies the rating you are trying to achieve in accordance with (IAW) CAPR 50-4, *Test Administration and Security*. After successfully passing the exam, your commander must certify your proficiency. After the commander has certified your proficiency and applicable award procedures are completed you may wear the appropriate specialty badge. You may also become eligible for consideration for promotion to first lieutenant, captain, or major, depending on the rating earned, provided you meet all of the promotion eligibility criteria outlined in CAPR 35-5, *CAP Officer/NCO Appointments and Promotions*.

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OVERVIEW

This specialty track is divided into three ratings: technician, senior, and master. Students enrolled in this specialty track complete each rating in succession and at their own pace.

The program is designed to be completed under the guidance of a mentor who has attained a higher rating in the specialty track than the student has, but if necessary, the student may complete the training independently.

While not limiting the role students may take as Information Technology Officers in their unit, this study guide presumes that students' levels of responsibility will begin modestly and increase as they advance in the program by attaining higher ratings (see Figure 1). Continued service at the squadron level is as valid as service at higher echelons. However, members should strive to broaden their scope of responsibilities as they have the opportunity.

TRAINING OBJECTIVES

Each rating contains both knowledge requirements and service requirements that must be completed in order to attain the rating.

Knowledge Requirements are objectives describing what each student is expected to know and be able to demonstrate before attaining the rating.

Service Requirements are objectives describing what each student is expected to complete through active participation before attaining the rating.

Discussion Topics are comprehension-level questions intended to help students better understand the material. Trainers should review these topics with each student to help them interpret and value their training.

Rating	Training Topics	Suggested Duty Assignments	
		During Training	Upon Completion
Technician	Introduction to Information Technology Goals, Policies, & Procedures	Asst. Squadron ITO	Squadron ITO
Senior	Squadron Information Technology Operations	Squadron ITO or Asst. Group ITO or higher	Group ITO or higher
Master	Wing Information Technology Operations	Group ITO or Asst. Wing / Region IT Director	Wing / Region IT Director

Figure 1. Training topics and suggested duty assignments

Reading List

To help students fulfill the knowledge requirements, reading lists are included for each rating. All publications are available on-line. Always research the knowledge requirements in the pertinent CAP publications.

The reading lists are current as of the date of this publication. However, CAP publications are always evolving; therefore, references might not be completely accurate. Use common sense and good judgment to research the answers to the knowledge requirements.

RECORDING RATINGS AND EARNING AWARDS

Recording Ratings. Specialty track ratings are recorded locally and at HQ CAP. Locally, the Commander's Evaluation and Rating Certification Checklist (Attachment 1 to this pamphlet) provides written verification by the commander of activities performed, tasks accomplished, positions held, knowledge possessed, and program familiarity acquired by the Information Technology candidate. It is the responsibility of the IT candidate to inform the commander of achievement of the evaluation items. Once complete, the original checklist is placed in the member's personnel file and annotated on the member's CAPF 45b, *Senior Member Professional Development Record* which documents progression through specialty tracks. Members' progress is also listed on the *Professional Development Report* (PDR), which is available on-line at eServices (www.capnhq.gov).

After a student satisfies all requirements for a specialty track rating, the unit Professional Development, Personnel or Administration Officer will log onto e-Services and update the specialty rating using the "Senior Member Specialty Track" application. Once the specialty track is entered into the system, the unit commander will be notified and must approve on-line.

Earning Awards. When students complete all knowledge and service requirements, as certified by their unit commander (or designee), they attain a new Information Technology Officer specialty track rating. In addition, they become eligible for the Leadership Award and the Information Technology Specialty Badge (see figure 2). For more information, see CAPR 39-3, *Award of CAP Medals, Ribbons and Certificates*, and CAPM 39-1, *CAP Uniform Manual.*

Rating	Leadership Award	Information Technology (IT) Specialty Badge
Technician	Basic Ribbon	IT Specialty Badge
Senior	Bronze Star	IT Specialty Badge with Star
Master	Silver Star	IT Specialty Badge with Star and Wreath

Figure 2. Information Technology Officer specialty track awards

Instructions for Students

SELF-STUDY & OJT PROCEDURES

Read

Discuss

Shadow

Perform

Review

Training in the Information Technology Officer specialty track may formally begin once Level One of the Senior Member Professional Development Program is completed. You will complete on-the-job training (OJT) at your own pace and through self-study. If at all possible, you should be assigned a trainer to help you fulfill the knowledge and service requirements and also serve as your mentor.

Follow the simple procedures listed below and in Figure 3 to ensure your training is successful:

1. Read the publications listed on the reading list. Focus on the sections pertaining to the knowledge requirements. Pay special attention to passages that affect the Information Technology at the squadron level.

2. Discuss the readings with your trainer to ensure your general understanding of them is accurate.

3. Shadow the trainer and watch how they perform tasks related to the knowledge requirements.

4. Perform tasks that are related to the knowledge and service requirements, under the trainer's guidance.

5. Review the knowledge and service requirements with your trainer to ensure that you have fulfilled each. Especially make sure you fully understand the emphasis items listed in the knowledge requirements section.

Tests

Once the trainer or unit commander is satisfied that you have met all knowledge requirements, you may take the specialty track test corresponding to the rating you are pursuing.

Tests are open-book and not timed. The passing score is 80%, correctable to 100%.

Tests are available only on-line in the eServices section at www.capnhq.gov. If you do not personally have Internet access, visit your local library or contact a friend who has an Internet connection.

Process Summary for Earning Specialty Track Ratings

1. Complete the self study: Read, Discuss, Shadow, Perform, and Review, as described above

2. Fulfill the rating's service requirements

3. Score 80% or higher on the rating's open-book test (correct to 100%)

4. Record the new rating (see page 4)

Figure 3. Process Summary

Instructions for Trainers and Commanders

INTRODUCTION

It is you, the OJT trainer, who makes the specialty track training program work best. Think of yourself as a mentor, ready to guide your senior member through the duties of their position, always relating the job to the knowledge requirements corresponding to the rating the student is pursuing. CAPP 50-7, *Mentoring: Building Our Members,* provides an excellent overview of how to be an effective mentor.

THE OJT ENVIRONMENT

Familiarize yourself with the five-step self-study and OJT procedures suggested to students on the previous page. Use the demonstration/performance method described below to teach students how to complete job duties.

	During the demonstration phase of this technique, allow the student to shadow you as you perform job duties related to the student's knowledge requirements. Point out the task's sequence of events and standards of performance.

	During the performance phase, have the student complete job duties related to the knowledge and service requirements of the rating they are pursuing. Provide constructive feedback to let them know what they did correctly and what areas they need to improve upon.

	Students pursuing the senior and master ratings will likely hold staff positions of their own. In such instances, explain how the subject matter relates to the student's current position as well as your own.

Student/Trainer Ratio

OJT is best conducted with a low student to trainer ratio (3:1 or better is recommended).

Levels of Training

Familiarize yourself with the knowledge and service requirements throughout this guide. This will help you provide the right training at the right time, versus overwhelming the student with knowledge that may be valuable but is not yet needed by them.

Training Accuracy

Take steps to avoid the easy tendency of always relying on your memory when explaining job procedures to students. By reviewing the applicable CAP publications before beginning an OJT program, you will be sure to teach the current policies and procedures. In the process, you will benefit from refreshing your own knowledge.

Related Duty Position Descriptions

INFORMATION TECHNOLOGY OFFICER (ITO)

Applicable to Squadrons & Groups

Manages and directs all information technology related activities. They shall:

- Manage and direct unit Information Technology (IT) programs.

- Serve as the unit Web Security Administrator (WSA) responsible for assigning and editing permissions for assigned members (if allowed by applicable Wing policy).

- Ensure that Operational Security (OPSEC), Information Security (INFOSEC), virus definition and appropriate software updates are performed in a timely manner.

- Develop and implement local unit IT policies and procedures in support of CAP's missions.

- Develop and implement training programs for unit members to ensure efficient use of all IT assets.

- Oversee the development and maintenance of the unit's website.

- Submit IT feedback and suggested improvements of information systems to higher headquarters on a quarterly basis.

- Assist the unit commander in generating up-to-date measurable performance data extracted from available information systems.

- Support Function (CAP Help Desk - Unit Level):

  o Provide network administration and support.

  o Provide support for all approved hardware.

  o Provide support of all approved software.

  o Track IT related support issues and inquiries for submission, through proper channels, to higher headquarters.

- Other IT related duties as required.

The Information Technology Officer (ITO) should be familiar with CAPR 110-1 - *Internet Operations* as well as any current policies regarding operational security (OPSEC) awareness training, and Information Security (INFOSEC). The ITO should also be familiar with CAPP 227 - *Information Technology Officer Specialty Track*, and all related publications for National eServices applications.

DIRECTOR OF INFORMATION TECHNOLOGY

Applicable to Wings & Regions

Manages and directs all information technology related activities. They shall:

- Manage and direct wing/region wide Information Technology programs.

- Serve as the unit WSA responsible for assigning and editing permissions for assigned members (if allowed by applicable Wing policy).

- Serve as the echelon WSA responsible for the periodic review of assigned permissions throughout subordinate units (if allowed by applicable Wing/Region policy).

- Assist the Director of Operations in Operational Security (OPSEC) awareness training matters and ensure Information Security (INFOSEC) training is performed in a timely manner.

- Develop and implement wing/region wide IT policies and procedures in support of CAP's missions.

- Develop and implement training programs for unit members to ensure efficient use of all IT assets.

- Oversee the development and maintenance of the unit website.

- Assist the unit commander in generating up-to-date measurable performance data extracted from available information systems.

- Support Function (CAP Help Desk - Wing/Region Level):

  o Coordinate help desk issues between superior and subordinate headquarters.

  o Track IT related support issues and inquiries for the unit for submission, through proper channels, to higher headquarters.

  o Collect and collate information regarding IT related support issues and inquiries from subordinate echelons for submission, through proper channels, to higher headquarters.

- Develop automated, streamlined reporting systems for the capture of periodic data IAW pertinent regulations and that are not in conflict with systems put in place by higher headquarters.

- Other related duties as required.

The Director of Information Technologies should be familiar with CAPR 110-1 - *Internet Operations* as well as any current policies regarding operational security (OPSEC) awareness training, and Information Security (INFOSEC). The ITO should also be familiar with CAPP 227 - *Information Technology Officer Specialty Track* and all related publications for National eServices applications.

CADET INFORMATION TECHNOLOGY OFFICER (C/ITO)

Assist senior member Information Technology Officer in performance of his/her duties to include:

- Management and development of the unit website

- Assistance with unit IT help desk support

- Assistance with unit IT educational activities

- Assistance with the preparation of reports

- Other related duties as required.

The Cadet Information Technology Officer (C/ITO) should be familiar with CAPR 110-1, *Internet Operations,* as well as any current policies regarding operational security (OPSEC) awareness training, and Information Security (INFOSEC). The ITO should also be familiar with CAPP 227, *Information Technology Officer Specialty Track,* and all related publications for National eServices applications.

Cadets who serve as Cadet Information Technology Officers (C/ITO) are not eligible to earn the IT specialty rating. However, those cadets who serve in this capacity for a minimum of one year and complete the required duties ***may be*** authorized to wear the basic IT Specialty Badge for the duration of their cadet membership upon approval of their wing commander (authority may be delegated). The authority to wear the badge may be documented by completion of a CAPF 2a, *Request for and Approval of Personnel Actions*, and retained in the cadet's personnel file. The wear of the badge as a cadet does not translate to the earned technician rating once a cadet becomes a senior member. Cadets who become senior members will need to complete all of the requirements established at the time that they complete the training as a senior member.

Technician Rating

INTRODUCTION

Scope. Officers pursuing a technician rating in the Information Technology Officer Specialty Track begin their training possessing little to no knowledge about the Information Technology Program.

Outcomes. Officers who attain the technician rating will be prepared to serve with minimal supervision as a Information Technology staff officer at squadron level in the areas of leadership, aerospace education, or activities. They will be knowledgeable in fundamental Information Technology goals, policies, and procedures.

Reading List

Regulations
CAPR 20-1, *Organization of the Civil Air Patrol*
CAPR 35-1, *Assignment and Duty Status*
CAPR 50-4, *Test Administration and Security,* Chapter 1
CAPR 110-1, *Internet Operations*

Pamphlets
CAPP 50-5, *Introduction to the Civil Air Patrol*
CAPP 50-7, *Mentoring: Building Our Members*
CAPP 227, *Information Technology Officer Specialty Track Guide*

Definitions
ATIS Telecom Glossary: http://www.atis.org/tg2k/t1g2k.html

Pre-Requisites

1. Member of the Civil Air Patrol in good standing
2. Successful completion of Level One
    To include Cadet Protection Policy Training and
    Operational Security (OPSEC) Awareness Training

KNOWLEDGE REQUIREMENTS

Objective
Develop a highly motivated and trained ITO who will conduct and promote effective, safe, and ethical use of Information Technology (IT) in support of all Civil Air Patrol missions. Information Technology Technician Candidates should have fundamental knowledge of the following:

1. Duties and tasks associated with CAP's squadron, group, wing, and region ITO positions.

2. Common types of information systems including their components and operation.

3. Operating systems and applications used by Civil Air Patrol at the unit level.

4. Internet applications including basic website layout and navigation.

5. Use and administration of CAP automated information systems at the unit level.

6. Ability to train squadron members in the basic operation and navigation of unit computer systems.

7. Basic care of computer systems.

8. Basic security principles.

Activities

During the training period, each Information Technology Technician candidate must complete at least five of the following:

1. Prepare at least one unit IT update each month, for a period of six months.

2. Conduct at least two unit IT current event discussions.

3. Conduct a unit IT lesson or activity for using necessary hardware and software to manage unit affairs.

4. Develop one automated information tool for use by unit leadership for analysis of measurable performance data.

5. Complete the on-line OPSEC awareness training.

6. Become familiar with and provide updates as needed to the squadron, group, wing, and national IT plans.

7. Regularly participate in the National IT Program Discussion Forums.

SERVICE REQUIREMENTS

1. After completion of Level One, of the Officer Professional Development program, serve for a minimum of 6 months as a staff officer intern at the squadron level. Suggested positions included:

   a. Assistant to the Squadron ITO

   b. Unit Webmaster

   c. Unit Web Security Administrator (WSA) [if allowed by applicable Wing policy]

   d. Squadron ITO

2. Successfully complete the open-book, un-timed Information Technology Officer Technician Rating Test with a grade of 80% or higher, corrected to 100%.

DISCUSSION TOPICS

OPSEC and INFOSEC

(1) Describe the importance of compliance with OPSEC requirements.

(2) How does the unit ITO ensure compliance with INFOSEC requirements?

Website

(3) Describe the major sections of your unit's website (describe what they should be if your unit does not have a website).

(4) What role should the unit Public Affairs Officer play in the development and maintenance of a unit website?

Measurable Data

(5) Identify the following:
   a.) Published measurable data that, from the unit commander's perspective, is most effective for management of the unit.

b.) Measurable data that, from the unit commander's perspective, if published would enhance effectiveness of management of the unit.

c.) Existing tools available on-line or locally for provision of measurable data.

d.) Potential tools that could be developed for use on-line or locally for provision of measurable data.

Help Desk

(6) Why is the tracking and submittal of help desk information important for the evolution of Civil Air Patrol Information Technology Program?

(7) Should computer related questions from members be handled at the lowest level in the organization as possible?

Senior Rating

INTRODUCTION

Scope. Officers pursuing a senior rating in the Information Technology Specialty Track possess a general understanding of Civil Air Patrol's Information Technology goals and routine procedures used when implementing the program at squadron level. They have completed an internship under the guidance of an experienced Information Technology Officer in their squadron and have begun to serve on a staff, working with little supervision as an Information Technology Officer, Web Security Administrator or Webmaster.

Outcomes. Once attaining the senior rating, the staff officer is considered proficient in information technology areas pertaining to the squadron level and is ready to serve as a group (or higher) level Information Technology Officer or assistant to the group (or higher) Information Technology Officer.

Reading List

Websites
US Computer Emergency Readiness Team (DHS):
http://www.us-cert.gov/
Section 508 of the Rehabilitation Act:
http://www.section508.gov

Pamphlets
CAPP 50-2, *Civil Air Patrol Core Values*
CAPP 151, *Standards, Customs and Courtesies*

Other Publications
AFH 33-337, *Air Force Tongue and Quill*

Pre-Requisites

1. Member of the Civil Air Patrol in good standing.

2. Successful completion of the IT Technician Rating.

KNOWLEDGE REQUIREMENTS

Objectives

Understand the duties and tasks associated with CAP's squadron, group, wing and region Information Technology positions. Understand the elements of the various Information Technology programs.

To achieve the senior rating, the candidate must have earned the Information Technology technician rating; demonstrated an advanced knowledge of CAP's Information Technology programs; and be prepared to operate at a supervisor level while administering Information Technology programs. Knowledge verification will be done via written examination. The Information Technology Senior candidate should possess fundamental knowledge of the following:

1. Advanced information systems hardware and software

2. Troubleshooting and resolving of problems with common information systems.

3. Advanced operating systems knowledge including installation, configuration and troubleshooting.

4. Basic networking principles.

5. Intermediate security principles.

6. Development and implementation of IT lessons and activities.

7. Development or review of the unit IT Plan of Action.

8. How to integrate IT into CAP activities at and above the squadron level.

Activities

During the training period, the Information Technology Senior candidate must complete at least five of the following:

1. Prepare at least one IT update for the unit each month for a period of twelve months.

2. Conduct at least two unit IT current event discussions.

3. Develop and implement an IT activity that will support the learning objectives of cadets and/or senior members.

4. Write or update the Unit IT Plan of Action.

5. Attend a wing or region IT Activity, an on-line IT Workshop, or a National Board IT Seminar.

6. Develop and maintain a collection of IT resources to support CAP missions.

7. Directly participate in supporting a wing or higher level activity by supporting the IT infrastructure.

SERVICE REQUIREMENTS

The Information Technology Senior candidate must have served at minimum of twelve months (non-cumulative; in addition to the Technician rating service requirement) in a unit IT position listed below as a Senior level candidate.

1. Squadron ITO

2. Assistant to the Group ITO (or higher)

3. Group (or higher) Webmaster

4. Group (or higher) Web Security Administrator

DISCUSSION TOPICS

(If your wing does not use the group structure, answer the discussion questions from the perspective of the wing level.)

OPSEC and INFOSEC

(1) Describe the importance of educating members and subordinate units regarding the OPSEC awareness training requirements.

(2) How does the Group ITO ensure members of subordinate units understand the importance of compliance with INFOSEC requirements?

(3) How does the Group ITO verify that subordinate units are in compliance with OPSEC and INFOSEC requirements?

Website

(4) Describe the major sections of your unit's website from an external perspective (describe what they should be if your unit does not have a website).

(5) What role should the Public Affairs Officer play in the development and maintenance of the external component of the unit website?

(6) What type of feedback should a Group ITO provide to subordinate units with regard to the subordinate unit's website design and content?

(7) How is a database component employed as part of your group website (if none is employed, describe how this component could be added)?

Measurable Data

(8) Identify the following:

    a.) Published measurable data that, from the group commander's perspective, is most effective for management of subordinate units.

    b.) Measurable data that, from the group commander's perspective, if published would enhance effectiveness of management of subordinate units.

    c.) Existing tools available on-line or locally for provision of measurable data.

    d.) Potential tools that could be developed for use on-line or locally for provision of measurable data.

    e.) How does measurable data provided to a group differ from that provided to the local unit?

Help Desk

(9) Why is the tracking and submittal help desk information from subordinate units important for the evolution of Civil Air Patrol Information Technology Program?

(10) Should computer related questions from members be handled at the lowest level in the organization as possible?

(11) What is the lowest level echelon that should make contact with National Headquarters IT employees? Why is this important?

Master Rating

INTRODUCTION

Scope. Officers pursuing a master rating in the Information Technology Specialty Track are seasoned Information Technology Officers proficient in IT operations at the squadron and group level. They began their training as interns, then completed at least one year's service as a staff officer. Most pursue the master rating while serving as a group Information Technology Officer or an assistant to the Wing Director of Information Technology.

   Outcomes. Upon attaining this rating, the staff officer will have demonstrated mastery in IT operations and be capable directing a support staff at wing level or higher, and providing expert IT advice to new members and senior CAP leaders.

Reading Review

Review

Review all prior publications and policies issued by National Headquarters pertaining to Information Technologies.

Pre-Requisites

1. Member of the Civil Air Patrol in good standing.

2. Successful completion of the IT Senior Rating.

KNOWLEDGE REQUIREMENTS

Objectives

The master rating involves implementing IT programs and duties, accepting a leadership role, providing IT policy recommendations to the commander and developing programs that enhance IT in support of CAP's missions. It prepares ITOs for positions from the squadron to the region level. This master rating may fulfill one requirement for completing CAP Level Four, Professional Development Training Program.

   To achieve the master rating, the candidate must have earned the Information Technology Senior rating, demonstrated in-depth knowledge of CAP's IT programs, and be prepared to recommend IT policy and solutions to commanders, as well as be able to present IT material to both cadet and senior audiences. Knowledge verification will be done via written examination. As a minimum, a Information Technology Master candidate should possess extensive knowledge of the following:

1. CAP's IT programs including CAP's IT materials, testing and evaluation forms, award requirements, record keeping, and performance certification procedures.

2. Computer & Internet security, including cryptography, intrusion detection, and vulnerability assessment.

3. Development and implementation of comprehensive IT plans for units above the squadron level.

4. Identify sources and procedures for acquiring and maintaining a variety of IT resources.

5. IT staff positions, job descriptions/responsibilities, and staff relationships within CAP.

Activities

During the training period, the Information Technology Master candidate must complete at least five of the following:

1. Plan and conduct an IT Activity or on-line workshop.

2. Attend a minimum of two events from the following IT areas: CAP wing or region IT Activities; IT on-line workshops or; National Board IT Seminar.

3. Conduct an IT presentation at a wing, region, or national conference.

4. Write a vulnerability assessment report of one unit's IT infrastructure, including computers, web sites, e-mail systems, and personnel vulnerabilities, including follow up Security Awareness Training as appropriate. Do <u>NOT</u> hack into any systems!

5. Develop, implement or improve upon an instruction program to prepare an ITO for the IT portion of a wing or higher headquarters conducted inspection.

6. Mentor a senior member through successful completion of the Information Technology Senior rating.

7. Mentor cadets in the concepts of information technology.

SERVICE REQUIREMENTS

The Information Technology Master candidate must have served at least twenty-four months (non-cumulative; in addition to the technician and senior rating service requirement) in an IT position listed below as a master level candidate.

1. Squadron ITO

2. Group ITO

3. Assistant to the Wing or Region Director of Information Technology

4. Wing or Region Director of Information Technology

DISCUSSION TOPICS

OPSEC and INFOSEC
(1) Describe the importance of educating members and subordinate units regarding the OPSEC awareness training requirements.

(2) How does the Wing Director of IT ensure members of subordinate units understand the importance of compliance with INFOSEC requirements?

(3) How does the Wing Director of IT verify that subordinate units are in compliance with OPSEC and INFOSEC requirements?

Website
(4) What type of feedback should a Wing Director of IT provide to subordinate units with regard to the subordinate unit's website design and content?

(5) How is a database component employed as part of your wing website and are there other sub components that could be added (if none is employed, describe how this component could be added)?

(6) What types of automated, streamlined reporting systems does your wing employ and list several ideas which could be employed?

(7) How does your wing share its IT related ideas with other regions and wings?

Measurable Data
(8) Identify the following:
    a.) Published measurable data that, from the group commander's perspective, is most effective for management of subordinate units.
    b.) Measurable data that, from the group commander's perspective, if published would enhance effectiveness of management of subordinate units.
    c.) Existing tools available on-line or locally for provision of measurable data.
    d.) Potential tools that could be developed for use on-line or locally for provision of measurable data.
    e.) How does measurable data provided to a group differ from that provided to the local unit?

Help Desk
(9) Why is the tracking and submittal help desk information from subordinate units important for the evolution of Civil Air Patrol Information Technology Program?

(10) Should computer related questions from members be handled at the lowest level in the organization as possible?

(11) What is the lowest level echelon that should make contact with National Headquarters IT employees? Why is this important?

(12) How does your wing integrate IT related skills in professional development courses such as the Squadron Leadership School, the Corporate Learning Course or the Unit Commanders Course?

Attachment 1

COMMANDER'S EVALUATION AND RATING CERTIFICATION CHECKLIST

Candidate for 227 *(Select ONE):* ☐Technician ☐Senior ☐Master

Candidate's Name_____ (Last, First, M.I.)

CAP Grade_____ CAPID _____

Unit Charter No._____

Current Position Title: _____

Evaluation Items:

1. Familiar (at appropriate level) with CAP squadron, group, wing, region information technology positions and programs

Start Date: _____ End Date:_____ Commander's Initials: _____

2. Familiar (at appropriate level) with information technology teaching materials made available to educators and organizations by CAP

Start Date: _____ End Date:_____ Commander's Initials: _____

3. **"Knowledge"** requirements have been achieved through successful completion of written examination and comprehensive review of discussion topics

Start Date: _____ End Date:_____ Commander's Initials: _____

4. **"Activities"** performance requirements have been successfully accomplished
Start Date: _____ End Date:_____ Commander's Initials: _____

5. **"Service"** performance requirements have been successfully accomplished

Start Date: _____ End Date:_____ Commander's Initials: _____

Commander's comments:

_____

_____

_____

_____ _____
Commander's Signature   Date