Standard Number	Competency
5.14.4	Identify types of security policies.
5.14.5	List types of data that should be protected.
5.14.6	Explain the importance of reporting security compromises.
5.14.7	Explain the importance of confidentiality.
5.14.8	Explain the importance of legal compliance.
5.15.1	Explain the purpose of knowledge management in a support environment.
5.15.2	Define Knowledge-Centered Support (KCS).
5.15.3	Define knowledge article.
5.15.4	List the common reasons that support centers should implement KCS.
5.15.5	Describe the responsibilities of the support center analyst in knowledge management.
5.15.6	Identify and explain the purpose of common Knowledge Management (KM) that a desktop support technician should understand.
6.1.1	Define metric.
6.1.2	Identify types of metrics.
6.1.3	Describe the importance of using metrics.
6.1.5	Describe common desktop support metrics and their purpose.
6.1.8	Explain what desktop support should do when reporting performance results.
6.1.9	Identify what desktop support should do with the information derived from metrics.