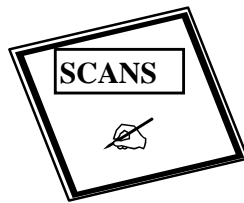




**HOUSTON COMMUNITY COLLEGE SYSTEM  
BUSINESS TECHNOLOGY DEPARTMENT  
HOUSTON, TEXAS**

**INTRODUCTION TO HUMAN  
RESOURCES/PEOPLESOFT  
BMGT 1391**



**SECRETARY'S COMMISSION ON ACHIEVING NECESSARY SKILLS  
SCANS COMPETENCIES INCORPORATED  
**Student Learning Outcomes (CO)****



**HOUSTON COMMUNITY COLLEGE  
BUSINESS TECHNOLOGY**

COURSE SYLLABUS  
Introduction to Human Resources/PeopleSoft  
**BMGT 1391**



**SCANS Competencies Included**

**Semester:**

<b>Campus:</b>	<b>Room:</b>
<b>Instructor:</b>	<b>CRN:</b>
<b>Phone:</b>	<b>Time:</b>
<b>Office Hours:</b>	<b>Campus:</b>

**FINAL EXAM:**

**HOLIDAYS:**

**LAST DAY FOR ADMINISTRATIVE & STUDENT WITHDRAWALS:**

**YOU WILL NEED: THREE RING BINDER – Solid Black Binder  
DIVIDERS WITH DATES (Example: Week 1, August 23, 2003)  
FLASH DRIVE  
HIGHLIGHTER  
COLOR PEN(s)**

**BMGT 1391:** Introduction to Human Resources/PeopleSoft Applications I

**Instructors:**

Office Hours:

Phone:

email:

web site: <http://swc2.hccs.cc.tx.us/contech/peoplesoft/index.htm>

**Required Books:**

The HR Answer Book, by Shawn Smith and Rebecca Mazin

Concepts in Enterprise Resource Planning, 2<sup>nd</sup> edition, by Ellen monk and Bret Wagner

**Recommended Books:** Special Edition Using PeopleSoft by Paul Greenberg, Michael Fauscette, and Scott Fletcher

Buchanan, T. (1999). Sam's Teach Yourself PeopleSoft in 10 Minutes. Sam's Publishing. ISBN: 0-672-31632-3.

**\*Books to be placed on reserve in the PeopleSoft Library in the Stafford Library:**

PeopleSoft HRMS Reporting by Adam T. Bromwich

Teach Yourself PeopleSoft in 10 Minutes by Timothy Buchanan

Special Edition Using PeopleSoft by Paul Greenberg, Michael Fauscette, and Scott Fletcher

PeopleSoft Application Development Tools by Jami Clott & Stephen Raff

PeopleSoft Developer's Handbook by Richard Gillespie & Joann Gillespie

PeopleSoft Step by Step by Holly Ngo

**PeopleSoft Additional Lab Hours** for BMGT 1391: **(TBA)**

**Course Description:** This course will provide students with the opportunity to examine the PeopleSoft Human Resources Information System (HRIS). In most companies, HR departments are implementing or have implemented some type of HR Information System. This course will provide students with a hands-on overview of the major areas of Human Resources/PeopleSoft, as illustrated by PeopleSoft software applications. Topics covered include accessing PeopleSoft, navigating the PeopleSoft interface, navigating PeopleSoft screens and menus, understanding how data is stored and shared in a relational database, understanding and using PeopleSoft panels, selecting and running processes, using the process scheduler, using the process monitor, using PeopleSoft reporting tools, creating and running queries; running nVision, Crystal, and SQR reports; understanding effective dating, and setting up PeopleSoft foundation tables in establishing a company's human resources system. Topics will be examined through lecture, in-class/hands-on exercises, videotape, simulation, homework assignments, and guest speakers.

## **Course Goals:**

At the conclusion of this course, students should be able to:

1. Understand the PeopleSoft application environment
2. Navigate within the PeopleSoft system
3. Getting to know PeopleSoft's system structure
4. Develop and running processes
5. Create and use run controls
6. Create and print human resources reports
7. Set up a Translate Table
8. Understand the significance of effective dating
9. Recruiting Workforce
10. Managing Various Positions
11. Discuss the changing nature of the field of Human Resource/Financial Management
12. Complete the required units from the textbook
13. Demonstrate the ability to complete projects under timed production conditions
14. Demonstrate the ability to work in a self-paced, individualized instructional environment, utilizing time-management and work-organizational skills.

## **Student Learning Outcomes (CO)**

1. Students will demonstrate the creation and use of run controls; creation of printable human resources reports; and set up a translate table through demonstration.
2. Students will illustrate the navigation within the PeopleSoft System

## **Course Requirements and Expectations**

This is an 80-hour, hands-on, self-paced, individualized, instructional course. Thus, the student is responsible for reading all appropriate training chapters and completing each training project as indicated on the class schedule.

There will be lectures on system requirements and procedures. The student is expected to take notes and refer to any instructional handouts provided by the instructor. (It is the student's responsibility, when absent from class, to make arrangements to get study notes before returning to class. It would be wise to exchange phone numbers with co-students.)

It has been our experience that the best classes (i.e., the ones in which students learned a great deal and enjoyed themselves) have been those where students actively engaged themselves in the readings and assignments and tried to apply the course concepts to solving problems of interest to them. Our objective is to create a learning environment that combines theory, practice, and hands-on assignments to develop an understanding of the material presented.

## **HCCS POLICIES**

### **Disabilities Policies**

Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Services Office at the

respective college at the beginning of each semester. Faculty are authorized to provide only the accommodations requested by the Disability Support Services Office.

### **Academic Dishonesty**

Academic dishonesty can result in a grade of **F** or **0** for the particular test or assignment involved, dropped, and/or expelled from HCCS. Please refer to the HCCS Student Handbook (pages 28-29) for further information regarding Academic Dishonesty.

### **Drop or Withdrawal Policies**

A student may drop a course or withdraw from the college by following the procedure outlined by the Campus Director. Should circumstances prevent a student from appearing in person to withdraw, withdrawal may be completed by writing to the Registrar's Office. A drop or withdrawal request will not be accepted by telephone. A student, who ceases to attend a class without officially dropping or withdrawing, will be given a grade of "F" for non-attendance. A semester-hour student who fails to attend classes by the twelfth class day of a regular term will be administratively withdrawn from the class roll. Students who officially withdraw from a course during the first twelve days of a regular term will not receive a grade and the course will not appear in their permanent records. Students withdrawing from a course after this period and prior to the deadline designated in the college calendar will receive a "W". A student may not withdraw from a course during the last two weeks prior to the final examination period.

### **Class Attendance**

Students are expected to attend all classes in which they are enrolled regularly. Class attendance is the responsibility of the student. It is also the responsibility of the student to consult with the instructor regarding an absence from a class. Class attendance is checked regularly by the instructor. A student may miss 12.5% of total class hours.

### **Late Projects**

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. Late assignments will only be accepted at the discretion of the instructor.

### **Make-Up Test Policy**

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. Make-up tests will only be given at the discretion of the instructor.

### **Evaluation and Grading**

You are expected to read the textbook assignments before class, as well as any supplemental reading which may be assigned, maintain attendance, and successfully complete all projects. PeopleSoft projects are assigned periodically to insure that you are reading assignments.

## DEPARTMENTAL GRADING SYSTEM

The following criteria will be used to determine the final grade in this class:

Daily PeopleSoft Class Projects	40%
Class Participation, Resourcefulness, Attitude	10%
Attendance	10%
Notebook/Exams via PeopleSoft Projects	40%
<b>TOTAL</b>	<b>100%</b>

## HCCS GRADING SCALE

The standard Houston Community College grading system will be used to evaluate your performance in this course.

<b>Grade</b>	<b>Score</b>
A-Excellent	90-100
B-Good	80-89
C-Fair	70-79
D-Passing	60-69
F-Failure	0-59

### **NOTICE:**



Assignments/Projects/Final must be turned in to the instructor only on the specified due dates.

This syllabus is subject to change at the discretion of the instructor to accommodate instructional and/or student needs.

### **Electronic Devices in Class Policy**

Classroom courtesy: Cellular phones, pagers, CD players, radios, and similar devices are prohibited in the classroom and laboratory facilities. Please place electronic devices on pulse and leave the class if you receive a call.

**NOTE TO STUDENT:** If you have any questions or concerns about the course and/or course assignments, please come to me so that we can resolve any issues. If your concerns are not resolved, you are encouraged to meet with my supervisor, Ms. Willie Caldwell, Department Chair, at 713-718-7808 or Room N-109 Scarcella Building.

Special Topics: BMGT 1391—INTRODUCTION TO HUMAN RESOURCES/  
PEOPLESOFT APPLICATION I

WEEKLY SCHEDULE OF ASSIGNMENTS

Week	Textbook Assignments
1	Class introductions, review and discuss syllabus
2	<p>Discussion on Human Resources and its Components</p> <p><b>Course Overview</b></p> <p><b>Introduction to PeopleSoft for HRMS</b>                      PeopleSoft HRMS                      Collaborative Applications                      Enterprise Performance Management and Workforce Analysis</p>
3	<p><b>Navigating Through the PeopleSoft Systems</b>                      Navigating the PeopleSoft Systems                      Retrieving Data Through the Search Page                      Activity 1: Navigating and Searching in PeopleSoft                     <ul style="list-style-type: none"> <li>• Viewing and Updating Data Within a Record</li> </ul>                     Activity 2: Inserting a Row                      Activity 3: Defining Terminology                     <ul style="list-style-type: none"> <li>• Assigning Favorites</li> </ul>                     Activity 4: Adding a Favorite                     <ul style="list-style-type: none"> <li>• Organizing Favorites</li> <li>• Opening a New Window</li> <li>• Using PeopleBooks Online Help</li> </ul> </p>
4	<p><b>Understanding System Structure</b>                      Understanding PeopleSoft Internet Architecture                      PeopleSoft Tables and Relational Database                      Effective Dating                      Century Dates                      Activity 5: Effective Dating                     <ul style="list-style-type: none"> <li>• Action Types</li> </ul>                     Activity 6: Working With Action Types                      Activity 7: Working With Action Types II</p>
5	<p><b>Working With Tables in PeopleSoft</b>                      PeopleSoft Tables                      The Translate Table                      Control Tables                      Transaction Tables</p>

		<ul style="list-style-type: none"> <li>• Activity 8: Using Control Table Values to Update a Transaction</li> </ul> <p>Inactivating Values Business Units Understanding the Relationship of Business Units and SetIDs</p> <ul style="list-style-type: none"> <li>• Activity 9: Changing Your Business Unit Value</li> <li>• Activity 10: Determine Values Available to a Business Unit</li> </ul>
6		<p><b>Running Human Resources Processes and Reports</b></p> <p>Processing a Report Processing and Viewing a Human Resources Report</p> <ul style="list-style-type: none"> <li>• Activity 11: Process and View a Human Resources Report</li> </ul> <p>Employee Table</p> <ul style="list-style-type: none"> <li>• Activity 12: Process and View a Report</li> </ul>
7		<p><b>Using Group Build</b></p> <p>Working With Employees Through Group Build Creating a Group in PeopleSoft Human Resources Defining a Group Population Creating a Group Criteria Defining a Group in the Group Definition Component Group Definition</p>
8		<p>Defining Groups With Effective-Dated Data</p> <ul style="list-style-type: none"> <li>• Activity 13: Defining Group Criteria and Definition</li> </ul> <p>Viewing Group Results Setting Up Group Security Group Security Default</p> <ul style="list-style-type: none"> <li>• Activity 14: Assigning Security for a Group</li> </ul> <p>Refining the Group</p> <ul style="list-style-type: none"> <li>• Activity 15: Using a Group in Working With Transactional Data</li> </ul>
9		<p><b>Recruiting Workforce - Requisitions</b></p> <p>Objectives Describing the Concepts That Are Associated With Recruiting Workforce - Requisitions</p> <ul style="list-style-type: none"> <li>• Activity 16: Creating a Job Requisition</li> <li>• Activity 17: Entering Job Requisitions Expenses</li> <li>• Activity 18: Copying a Job Requisition</li> <li>• Activity 19: Creating a Job Requisition</li> <li>• Activity 20: Entering a Job Requisition</li> </ul> <p>Review</p>

10		<p><b>Recruiting Workforce – Process an Applicant</b></p> <p>Objectives Describing the Concepts That Are Associated With Recruiting Workforce - Applicant</p> <ul style="list-style-type: none"> <li>• Activity 21: Creating an Applicant Checklist</li> <li>• Activity 22: Searching for Qualified Applicants</li> <li>• Activity 23: Selecting Applicants to Interview</li> <li>• Activity 24: Creating an Interview Schedule</li> </ul>
11		<ul style="list-style-type: none"> <li>• Activity 25: Making a Job Offer and Entering Acceptance</li> <li>• Activity 26: Hiring an Applicant</li> <li>• Activity 27: Creating an Applicant Checklist</li> <li>• Activity 28: Selecting Applicants to Interview</li> </ul> <p>Review</p>
12		<p><b>Managing Positions</b></p> <p>Objectives Describing the Concepts That Are Associated With Managing Positions</p> <ul style="list-style-type: none"> <li>• Activity 29: Entering a Position</li> <li>• Activity 30: Copying a Position</li> <li>• Activity 31: Hiring Into a Position</li> <li>• Activity 32: Transferring Someone Into a New Position</li> </ul>
13		<ul style="list-style-type: none"> <li>• Activity 33: Transferring a Position to a New Location</li> <li>• Activity 34: Reclassifying a Position With a New Job Code</li> <li>• Running Exceptions/Override Report</li> <li>• Entering a Positions</li> </ul>
14 - 15		<p>Review the PeopleSoft Concepts Students do Makeup Work</p>
16		<b>Notebooks Due</b>



**HOUSTON COMMUNITY COLLEGE SYSTEM  
BUSINESS TECHNOLOGY DEPARTMENT**

**Student Questionnaire**

<b>Name:</b>	<b>Last Name</b>	<b>First Name</b>	<b>MI</b>	<b>Student ID#</b>
<b>Address:</b>	<b>Street</b>	<b>Apt. #</b>	<b>Home Telephone</b>	
<b>City</b>	<b>State</b>	<b>Zip Code</b>	<b>Cell Telephone #</b>	
<b>E-mail address:</b>			<b>Instructor's Name:</b>	

**Educational Plan**

Have you determined your major? \_\_\_\_\_ Yes    No \_\_\_\_\_

Have you filed a degree plan? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ (If no, please see your instructor or Business Technology Department Chair.)

Graduation Target Date: \_\_\_\_\_  
(Must apply for graduation via the counselor's office in order to receive your certificate or degree)

**Employment History**

Are you currently employed? \_\_\_\_\_ Yes    No \_\_\_\_\_

Is your employment \_\_\_\_\_ Part-time? \_\_\_\_\_ or \_\_\_\_\_ Full-time?

If you are employed, please complete the following:

Employer \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ St \_\_\_\_\_ Zip \_\_\_\_\_ Phone# \_\_\_\_\_

Comments: \_\_\_\_\_



**If you have any questions, please call 713-718-7808, or Fax 713-718-6774 between 8:00 a.m. – 5:00 p.m.**

HCC seeks to provide equal educational opportunities without regard to race, color, religion, national origin, sex, age, or disability.

***Willie T. Caldwell, Department Chair***  
**10141 Cash Road, N109, Stafford Texas 77477**

**LECTURE/LAB TEACHING DEMONSTRATION**  
**CLASS--CAMPUS:**

When teaching lecture/lab course, it is a requirement for the instructor to incorporate lab assignments while lecturing. Please have the students complete this form during the first week of instruction.

**A GLANCE AT *THIS* COMPUTER (Example)**

1. What is a CPU \_\_\_\_\_  
On-off buttons—(demonstrate) Start vs. Reset  
Student Response  \_\_\_\_\_ Student Signature
  
2. Drives on this computer:  
USB Drive (explain)  
CD Rom (demonstrate)  
Student Response  \_\_\_\_\_ Student Signature
  
3. Desktop (personally their desktop while on that computer)  
⇒ If projects are stored on desktop of the computer in the classrooms, and/or HCC open labs, those documents are erased at the end of each day.

Name \_\_\_\_\_  
**Print “your” Name**

I, \_\_\_\_\_, have been given  
Student Signature

instructions on the use of “this” computer. *I was provided instruction in both the lecture and lab formats.*

Date \_\_\_\_\_

Instructor’s Signature \_\_\_\_\_

This form will be returned to Willie Caldwell’s office, Scarcella Room N109 or MC 1585B on date of completion of all lecture/lab classes for the semester.



**Student Success**  
**Organizational Stewardship**  
**Business Technology Department**  
**STUDENT ADVISEMENT CHECKSHEET**

When teaching Business Technology courses, it is a **requirement** for the professor to inventory and complete the below list of advisement items from each student.

Have you been informed about **degree plans** (contractual agreement)?  
Yes  No

Have you been made aware of the importance of completing an application for **graduation** in order to receive your certificate or degree? Yes  No

Have you been given **job placement** information including:

- Job Placement Contact Person with
    - E-mail address
    - Telephone Number
    - Location
  - Website address
  - Access instruction for website including directions on how to navigate the job placement website
- Yes  No

Name \_\_\_\_\_  
Print "your" Name

I, \_\_\_\_\_, have been given  
Student Signature

Information regarding the above listed items.

Date \_\_\_\_\_

Instructor Signature \_\_\_\_\_

This form will be returned to Willie Caldwell's office on date of completion.

## STATEMENT OF WORKPLACE AND FOUNDATION COMPETENCIES

*Houston Community College is determined to prepare you with the knowledge and skill you need to succeed in today's dynamic work environment. Towards this end, the following workplace competencies and foundation skills have been designed into the curriculum for BMGT 1391— Introduction to HR/PeopleSoft.*

### Common Workplace Competencies

#### **Manage Resources: Identifies, organizes, plans, and allocates resources**

*Students in BMGT 1391— Introduction to HR/PeopleSoft, have to be able to appropriately allocate their time in order to complete class assignments in a timely fashion. They must be able to budget their time and perform class-related activities through a ranking process which allows them to meet self-determined goals.*

#### **Interpersonal: Works with others**

*Students in BMGT 1391— Introduction to HR/PeopleSoft at times work together in groups. Many times these groups are randomly selected, thus giving the students an opportunity to interact with different types of students. Students must learn to use leadership skills, learning skills, negotiating skills, and evaluating skills as they work together to accomplish a common goals.*

#### **Information: Acquires and uses information**

*Students in BMGT 1391— Introduction to HR/PeopleSoft must acquire the proper information in order to successfully complete the course. Sources include classroom lectures, the text, the Internet, and reference books available in the classroom. Most importantly, students must use computers to process this information and to perform various tasks.*

#### **Technology: Works with a variety of technologies**

*Students in BMGT 1391— Introduction to HR/PeopleSoft must apply technology to specific tasks, determining what application to use to obtain a specific outcome.*

### Foundation Skills

*Students in BMGT 1391—Introduction to HR/PeopleSoft must demonstrate basic skills: read, write, listen and speak. The student must learn to locate, understand, and interpret written information in documents such as manuals graphs and schedules.*

*Students in BMGT 1391— Introduction to HR/PeopleSoft must demonstrate thinking skills: think creatively, make decisions, solve problems, visualize, know how to learn, and reason.*

*Students in BMGT 1391— Introduction to HR/PeopleSoft must also demonstrate personal qualities: display responsibility, self-esteem, sociability, self-management, and integrity and honesty*

## EFFECTIVE JOB PERFORMANCE: The Skills Employers Want

### FIVE COMPETENCIES

#### RESOURCES: IDENTIFIES, ORGANIZES, PLANS, AND ALLOCATES RESOURCES

- A. *Time*—Selects good relevant activities, ranks them, allocates time, and prepares and follows schedules
- B. *Money*—Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. *Material and Facilities*—Acquires, stores, allocates, and uses materials or space efficiently
- D. *Human Resources*—Assesses skills and distributes work accordingly, evaluates performance and provides feedback

#### **Interpersonal: Works with others**

- A. *Participates as Member of a Team*—contributes to group effort
- B. *Teaches Others New Skills*
- C. *Serves Clients/Customers*—works to satisfy customers' expectations
- D. *Exercises Leadership*—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- E. *Negotiates*—Works toward agreements involving exchange of resources, resolves divergent interests
- F. *Works with Diversity*—works well with men and women from diverse backgrounds.

#### **Information: Acquires and uses information**

- A. *Acquires and Evaluates Information*
- B. *Organizes and Maintains Information*
- C. *Interprets and Communicates Information*
- D. *Uses Computers to Process Information*

#### **Systems: Understands complex inter-relationships**

- A. *Understands Systems*—knows how social, organizational, and technological systems work and operates effectively with them
- B. *Monitors and Corrects performance*—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. *Improves or Designs Systems*—suggests modifications to existing systems and develops new or alternative systems to improve performance

#### **Technology: Works with a variety of technologies**

- A. *Selects Technology*—chooses procedures, tools or equipment including computers and related technologies
- B. *Applies Technology to Task*—understands overall intent and proper procedures for setup and operation of equipment
- C. *Maintains and Troubleshoots Equipment*—prevents, identifies, or solves problems with equipment, including computers and other technologies

### A THREE-PART FOUNDATION

#### *Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks*

- A. *Reading*—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. *Writing*—communicates thought, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. *Arithmetic/Mathematics*—performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. *Listening*—receives, attends to, interprets, and responds to verbal messages and other cues
- E. *Speaking*—organizes ideas and communicates orally

**Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons**

- A. *Creative Thinking*—generates new ideas
- B. *Decision Making*—specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternatives
- C. *Problem Solving*—Recognizes problems and devises and implements plan of action
- D. *Seeing Things in the Mind's Eye*—organizes, and processes symbols, pictures, graphs, objects, and other information
- E. *Knowing How to Learn*—uses efficient learning techniques to acquire and apply new knowledge and skills
- F. *Reasoning*—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

**Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty**

- A. *Responsibility*—exerts a high level of effort and perseveres towards goal attainment
- B. *Self-Esteem*—believes in own self-worth and maintains a positive view of self
- C. *Sociability*—demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.
- D. *Self-Management*—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. *Integrity/Honesty*—chooses ethical courses of action

## EFFECTIVE JOB PERFORMANCE: The Skills Employers Want

### FIVE COMPETENCIES

#### RESOURCES: IDENTIFIES, ORGANIZES, PLANS, AND ALLOCATES RESOURCES

- E. *Time*—Selects good relevant activities, ranks them, allocates time, and prepares and follows schedules
- F. *Money*—Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- G. *Material and Facilities*—Acquires, stores, allocates, and uses materials or space efficiently
- H. *Human Resources*—Assesses skills and distributes work accordingly, evaluates performance and provides feedback

#### **Interpersonal: Works with others**

- G. *Participates as Member of a Team*—contributes to group effort
- H. *Teaches Others New Skills*
- I. *Serves Clients/Customers*—works to satisfy customers' expectations
- J. *Exercises Leadership*—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- K. *Negotiates*—Works toward agreements involving exchange of resources, resolves divergent interests
- L. *Works with Diversity*—works well with men and women from diverse backgrounds.

#### **Information: Acquires and uses information**

- E. *Acquires and Evaluates Information*
- F. *Organizes and Maintains Information*
- G. *Interprets and Communicates Information*
- H. *Uses Computers to Process Information*

#### **Systems: Understands complex inter-relationships**

- D. *Understands Systems*—knows how social, organizational, and technological systems work and operates effectively with them
- E. *Monitors and Corrects performance*—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- F. *Improves or Designs Systems*—suggests modifications to existing systems and develops new or alternative systems to improve performance

#### **Technology: Works with a variety of technologies**

- D. *Selects Technology*—chooses procedures, tools or equipment including computers and related technologies
  - E. *Applies Technology to Task*—understands overall intent and proper procedures for setup and operation of equipment
- Maintains and Troubleshoots Equipment*—prevents, identifies, or solves problems with equipment, including