Information Technology Services Contest Memo

By Mitchell Thomas — Last modified Mar 1, 2023

Written testing for most contests will be held ON-LINE through your schools' Testing Liaison.
Testing will be open beginning Monday, March 15.
The deadline for taking the on-line tests is Friday, April 7th.
No provisions are being made for make-up testing on-site.
NO Substitutions will be allowed this year after April 7th
See the State SkillsUSA Director's Memo for the policy on substitutions and late registrations.

Each contestant will be required to bring his or her printed resume. It will be presented to the judges upon entry to the contest area. A deduction will be applied to your overall score if you do not have a resume.

<mark>**The ITS competition is at Tulsa Technology Center – Riverside Campus!**</mark>

Contest is Monday, April 24th at 8:00 A.M.

The contest will follow a format which is aligned with the National model.

Equipment will be furnished. Students will be working at laptops to perform a variety of common IT services. See below for more details.

See also White Paper **Information Technology Services: The Direction of the Skills Standards** for the rationale behind the changes in direction of the National and State contests, away from the old A+ model in favor of including the Net+ and Security+ skill sets.

Each contestant will need to take the Information Technology Services Written test on-line at your school.

Written testing for most contests will be held ON-LINE through your schools' Testing Liaison.

Only the top THREE places will be called to the stage. Students and advisors will be able to check their scores and placement on-line shortly following the awards ceremony.

Contest Attire: Contestants may wear the official SkillsUSA National attire which is listed below.

Official Attire for ITS:

➢ SkillsUSA White Polo Shirt (Tucked In) or
➢ White Button up Shirt with Tie and Red Blazer
➢ Black Slacks
➢ Black Belt
➢ Black Socks
➢ Black Dress Shoes

TOOLS, EQUIPMENT and SUPPLIES

- Contestants will need a pencil or pen to record answers.
- Contestants will not be allowed to leave the contest area until the conclusion of the contest. They should be encouraged to bring snacks and beverages to help sustain them until released for lunch. They should drink sparingly.

INDUSTRY AWARDS

Sponsored by Lowes.

CONTEST DESCRIPTION

- Windows Registry – Contestants will be given a scenario in which they will have 15 minutes to complete the task given.
- Mobil Devices – Contestants will be given instructions and will have 15 minutes in which to complete the tasks they are given. A tablet will be provided. Students should be familiar with both IPad and Samsung tablets
- Customer Service/IT Solutions – Contestants will be given the scenario and will troubleshoot the device given. They will then do a Role Play scenario with the Judge on troubleshooting. They will have 30 minutes to complete both tasks.
- Printer Maintenance – Contestants will be given 15 minutes to complete a quiz on printer maintenance, setup, and troubleshooting.

- Component ID – Contestants will have 15 minutes to complete an ID quiz. Contestants should be familiar with new and old components.
- Batch File/PowerShell – Students will be given instructions and will write a batch file then a PowerShell. They will have 30 minutes to complete both tasks.
- SOHO Networking – Contestants will perform a series of tasks in Packet Tracer. They should be familiar with Setting up small networks. They will be given 15 minutes to complete the tasks assigned in the packet tracer.
- Linux – Contestants will perform a set of tasks in a virtual machine for the Linux test. They should be familiar with various Linux commands. They will be given 15 minutes to complete the tasks given.
- Virus/Malware – Contestants will need to be familiar with various ways to identify and remove viruses/malware. They will have 15 minutes to complete the task.

Stations will be set up for each component, and some stations will have more than one task. There will be a judge at each station to grade and assist if needed with technical difficulties.

The contest will consist of an online written test that will be worth 10% of the overall score covering knowledge of PC computer hardware and software, online SkillsUSA knowledge test, and a practical test involving common IT services including Commands, Browser Configuration, SOHO Configuration, Networking, IT Security, Malware, Registry, Component ID, and Customer Service.

The contestant will be required to take the SkillsUSA PDP Exam which will be worth 2.5% of the overall score.

Customer Service activity will be face to face.

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