



Information Technology Services Contest Memo

By Tracie Cox & Brent Reed Made Available on Feb. 28 2024 | **Updated April 2nd 2024**

The ITS competition will be held at Tulsa Technology Center – Riverside Campus

The contest will be held Monday, April 22nd at 8:00 A.M.

Lunch will be provided as part of your registration fee.

We will break for lunch from 11:00 until Noon or when lunch arrives.

REQUIRED ONLINE TESTS

- The contestant will be required to take the SkillsUSA PDP Exam which will contribute the contestant's overall score. This test is typically administered through your schools' Testing Liaison. Testing will be open beginning March 13th
 - The deadline for taking the online tests is April 9th.
 - No provisions will be made for make-up testing on-site.
- The ITS exam will be held online through your schools' Testing Liaison. Testing will be open beginning March 13th.
 - The deadline for taking the online tests is April 9th.
 - No provisions will be made for make-up testing on-site.

NO Substitutions will be allowed this year after April 5th. See the State SkillsUSA Director's Memo for the policy on substitutions and late registrations.



ITEMS TO BRING

- 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.
- **NEW!!! PLEASE READ!!! EACH CONTESTANT WILL NEED TO BRING:**
 - Fully charged laptop and appropriate charging cable
 - Minimum 4GB RAM with a modern web browser (Chrome 80+, Firefox 80+, Edge 80+).
 - The laptop must have Packet Tracer 8.2 installed prior to competition day.
 - Either wired or wireless headphones. Please confirm that the headphones can successfully connect to the laptop and provide sound before competition day.
 - The student will need a Cisco Netacad account and have their Netacad username and password on the day of the competition.
 - **Note:** SOHO config only! Competitors will NOT be using the Cisco CLI
 - **If the contestant does not bring a laptop, they will not be able to compete!**

Contest Attire: Contestants **may** wear the official SkillsUSA National attire, which is listed below, **or** Business Professional dress.

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



INDUSTRY AWARDS

Awards will be given out after the ceremony and may only be collected by the contestant or advisor.

CONTEST DESCRIPTION

The contest will follow a format aligned with the National Model.

The contest will consist of an online written test covering knowledge of PC computer hardware and software and the SkillsUSA PDP Exam. Both exams will be completed prior to competition day.

Updated 4/2/2024 Competition Day will have students work (5) 30-minute virtual technical support scenarios covering various technical topics: For example: Linux, Windows Registry, Security Best Practices, Malware Removal, macOS, Networking, Web Browsers, Windows Operating Systems, etc. The virtual technical scenarios will be provided by the same group that runs the ITS National Competition. The contest material will be available via the browser so no hypervisor will be needed.

Added 4/2/2024 The competition Chairs Tracie Cox and Brent Reed HAVE NOT been given access to the 5 competition images prior to the State Competition. Everything we know regarding what could be covered on competition day has been included in this memo.

Updated 4/2/2024 To align with National Contest Rules internet usage WILL BE allowed during the competition. The reason it is allowed at Nationals is due to the fact that each virtual scenario is hand made so the answers are not "google-able". The competitors will NOT be allowed to utilize smart phones, chat rooms, Discord, Slack or any other messaging service to communicate with another human during the competition.

The student will also be tasked to complete a brief SOHO config scenario within Packet Tracer.