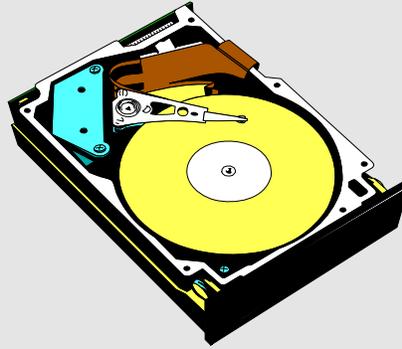


# **GENERAL INSTRUCTIONS AND AGENDA**



**STATE  
COMPUTER MAINTENANCE  
TECHNOLOGY**

**INSTRUCTIONS**

**OPEN THIS BOOKLET IMMEDIATELY**

**AND READ THE INSTRUCTIONS**

**THOROUGHLY.**

## CONTEST DESCRIPTION

The contest consists of THREE (3) parts. You will have a specific time to finish each part. When time is called, you should *immediately* stop and wait for a Judge to collect your work. Failure to stop immediately may result in disqualification, at the Judges' option. Highlighted items will be taken on-line prior to coming to the conference.

### **PART ONE, WRITTEN PDP TEST                      Tie Breaker                      15 Minutes**

You will be required to complete a TWENTY question, multiple-choice test covering SkillsUSA knowledge.

### **PART TWO, WRITTEN TECHNICAL TEST                      20 PERCENT                      45 Minutes**

You will be required to complete a FIFTY question, multiple-choice test covering aspects of computer-related occupations.

### **PART THREE, TROUBLESHOOT/REPAIR                      80 PERCENT                      4 HOURS**

You will be required to perform typical tasks that computer repair field service staffs encounter. Tasks may include assembling computer systems from subassemblies, troubleshooting hardware and software faults, installing and/or upgrading software and operating systems, and setting up custom menus. A telephone customer support/helpline will be included. You will be graded on your knowledge and efficiency in performing the tasks assigned to you AND on your overall appearance (suitable to field service) and your ability to communicate with the customer (judges) at a level they are capable of understanding. Each station will be allowed approximately 10 minutes.

### **PART FOUR, RESUME    Part of Skills    N/A**

You will be required to present a resume to the judges upon entering the contest area. A deduction to your total score will be applied if you do not have a resume.

**TIE BREAKERS:** In the event of a tie, the tie will be broken by the high score on the following: (in order) PDP test, Hardware Troubleshooting, and Written Technical Test.

### GENERAL INSTRUCTIONS

1. You should read the General Instructions carefully, as well as any information the judges might give you. You should LISTEN closely to any difficulties the judges may describe and ASK QUESTIONS until you are confident that you understand what you need to do. Technical manuals and software utilities will be provided where necessary. Wait until the judges tell you to begin.
2. Make sure you have completed your assignment to the satisfaction of your customer before stopping or the time allowed is over. You will need to explain to the customer what you did and end your “service call” pleasantly. Professional behavior is required at all times.
3. Since mistakes in industry cost money, you will always be encouraged to check your work. High quality takes a little longer, but pays off in the long run. SkillsUSA-VICA stresses high quality. For these reasons you will lose points if you accidentally damage a machine or delete software components or drivers you cannot replace.
4. **Judges devote their time and, in many cases, money to see that the contest is successful.** While every effort is made before the contest to see that all contingencies are covered, some still may occur. That is why **the judges’ decisions, in all cases, are final.**
5. Please follow all rules of the contest. You are all here in a spirit of **honest** competition. If you observe a contestant breaking a rule, please bring the infraction to the attention of a judge immediately. They cannot be everywhere at once. You may file a grievance after the contest if you feel something is out of order, but in most cases, to be acted upon, the infraction must have been brought to the attention of the judges during the contest. They will usually take action immediately to correct the situation.
6. **We all want to have a good time, play fairly, and go home happy.**
7. **If you compete fairly, honestly, and give it your best shot, you are a winner, no matter what your score.**