Information Technology Services

Date	02/23/24	Orientation Time	8:00 AM (CLOSED to instructors)
Location	Butler Tech 3603 Hamilton Middletown Rd Hamilton, OH 45011	Contest Time	Immediately following orientation (CLOSED contest)
Scope of Contest	The competitions will have several hands-on skill scenarios that demonstrate a competitor's entry-level employment skills selected from the list of competencies as determined by the contest coordinator. Scenarios may include but are not limited to the following: • Diagnose and service client issues with their relation to network interaction. • Diagnose and resolve operating system and startup problems. • Demonstrate ability to use utility software, drives and other peripherals. • Demonstrate knowledge and functions of components within a computer. • Install, configure and demonstrate proper operations of devices including desktop, laptop, tablets and mobile devices. • Demonstrate ability to create, manage and operate virtual machines. • Demonstrate ability to remotely connect to and manage customer endpoints. • Demonstrate ability to configure, interconnect and secure networks. • Demonstrate interpersonal and customer service skills using service order management systems, service requests and statements of work while interacting in both consumer, consulting and corporate practices. • Demonstrate a working knowledge of information technology employment policies and observance of security best practices. • Demonstrate an ability to use PowerShell, Linux/Bash, and Windows command-line skills.		
Testing	No		
Eligibility	1 contestant for every 50 paid members enrolled in program		
Clothing	• Business Casual: Polo or other collared shirt and khakis or dress pants. Close-toed dress shoes. **OR** • SkillsUSA Official Dress • NO jeans or athletic shoes. School logo, contestant name or other identifier on shirt must be covered.		
Provided by Contestant	• Professional Resume – must be typed and physically produced as a hard copy • Emergency Medical Forms (Contestants must have this to compete) ***Tools will be provided by Technical Committee.** • The following WILL NOT be tolerated and are grounds for disqualification from the competition: ✓ No smart watches or phones in the contest area.		

	✓ No contact with anyone outside of the contest area once the contest begins. ✓ No inappropriate communication between contestants such as verbally degrading another contestant. No cheating on any portion of the contest such as informing another contestant of the skills/test prior to competing.	
Contest Standards	**Contest Skilled Performance Standards** **ITS 1.0 –** Perform maintenance on systems and components. **ITS 3.0 –** Manage operating systems. **ITS 5.0 –** Apply Knowledge of networking and security principles to install, configure, optimize, upgrade, troubleshoot and secure networks.	**Aligned ODEW Career Field Technical Content Standard Outcomes** **IT Outcome 2.2** – Networking Fundamentals **IT Outcome 2.5** – Operating Systems **IT Outcome 2.6** – Installation and Configuration **IT Outcome 2.10** – Equipment **IT Outcome 2.11** – Troubleshooting **IT Outcome 2.12** – Performance Tests and Acceptance Plans **IT Outcome 2.5** – Operating Systems **IT Outcome 2.6** – Installation and Configuration **IT Outcome 2.1** – Security, Risks, and Safeguards **IT Outcome 2.2** – Networking Fundamentals **IT Strand 3** – Information Security **IT Strand 4** – Infrastructure Systems