



Information Technology Services

Date	March 1, 2024	Orientation Time	8:00 a.m. (CLOSED to instructors)
Location	Delaware Area Career Center 4565 Columbus Pike Delaware, OH 43035	Contest Time	Immediately following orientation (CLOSED contest)
Scope of Contest	<p>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:</p> <ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Business Casual: Polo or other collared shirt and khakis or dress pants. Close-toed dress shoes.<ul style="list-style-type: none">○ NO jeans or athletic shoes. School logo, contestant name or other identifier on shirt must be covered. <p style="text-align: center;">OR</p> <ul style="list-style-type: none">• SkillsUSA Official Dress		
Provided by Contestant	<ul style="list-style-type: none">• Professional Resume – Typed Hardcopy• Emergency Medical Forms (Contestants must have this to compete)• Tools will be provided by Technical Committee.• <u>The following WILL NOT be tolerated and are grounds for disqualification from the competition:</u><ul style="list-style-type: none">○ 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	Aligned ODEW Career Field Technical Content Standard Outcomes
	<p>ITS 1.0 – Perform maintenance on systems and components.</p>	<p>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</p>
	<p>ITS 3.0 – Manage operating systems.</p>	<p>IT Outcome 2.5 – Operating Systems IT Outcome 2.6 – Installation and Configuration</p>
	<p>ITS 5.0 – Apply Knowledge of networking and security principles to install, configure, optimize, upgrade, troubleshoot and secure networks.</p>	<p>IT Outcome 2.1 – Security, Risks, and Safeguards IT Outcome 2.2 – Networking Fundamentals IT Strand 3 – Information Security IT Strand 4 – Infrastructure Systems</p>