



# Information Technology Services



<b>Date</b>	February 21, 2025	<b>Orientation Time</b>	7:30 a.m. (CLOSED to instructors)
<b>Location</b>	Delaware Area Career Center 4565 Columbus Pike Delaware, OH 43035	<b>Contest Time</b>	Immediately following orientation (CLOSED contest)
<b>Scope of Contest</b>	<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"> <li>• Diagnose and service client issues with their relation to network interaction.</li> <li>• Diagnose and resolve operating system and startup problems.</li> <li>• Demonstrate ability to use utility software, drives and other peripherals.</li> <li>• Demonstrate knowledge and functions of components within a computer.</li> <li>• Install, configure and demonstrate proper operations of devices including desktop, laptop, tablets and mobile devices.</li> <li>• Demonstrate ability to create, manage and operate virtual machines.</li> <li>• Demonstrate ability to remotely connect to and manage customer endpoints.</li> <li>• Demonstrate ability to configure, interconnect and secure networks.</li> <li>• 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.</li> <li>• Demonstrate a working knowledge of information technology employment policies and observance of security best practices.</li> <li>• Demonstrate an ability to use PowerShell, Linux/Bash, and Windows command-line skills.</li> </ul>		
<b>Testing</b>	No		
<b>Eligibility</b>	1 contestant for every 50 paid members enrolled in program		
<b>Clothing</b>	Clothing Classification Guide - CLASS A or F		
<b>Provided by Contestant</b>	<ul style="list-style-type: none"> <li>• Professional Resume – Typed Hardcopy</li> <li>• Emergency Medical Forms (Contestants must have this to compete)</li> <li>• <b>Tools will be provided by Technical Committee.</b></li> <li>• <u>The following WILL NOT be tolerated and are grounds for disqualification from the competition:</u> <ul style="list-style-type: none"> <li>○ No smart watches or phones in the contest area.</li> <li>○ No contact with anyone outside of the contest area once the contest begins.</li> <li>○ No inappropriate communication between contestants such as verbally degrading another contestant.</li> <li>○ No cheating on any portion of the contest such as informing another contestant of the skills/test prior to competing.</li> </ul> </li> </ul>		
<b>Contest Standards</b>	<b>Contest Skilled Performance Standards</b>  <b>ITS 1.0</b> – Perform maintenance on systems and components.	<b>Aligned ODEW Career Field Technical Content Standard Outcomes</b>  <b>IT Outcome 2.2</b> – Networking Fundamentals <b>IT Outcome 2.5</b> – Operating Systems	

	<p><b>ITS 3.0</b> – Manage operating systems.</p> <p><b>ITS 5.0</b> – Apply Knowledge of networking and security principles to install, configure, optimize, upgrade, troubleshoot and secure networks.</p>	<p><b>IT Outcome 2.6</b> – Installation and Configuration  <b>IT Outcome 2.10</b> – Equipment  <b>IT Outcome 2.11</b> – Troubleshooting  <b>IT Outcome 2.12</b> – Performance Tests and Acceptance Plans</p> <p><b>IT Outcome 2.5</b> – Operating Systems  <b>IT Outcome 2.6</b> – Installation and Configuration</p> <p><b>IT Outcome 2.1</b> – Security, Risks, and Safeguards  <b>IT Outcome 2.2</b> – Networking Fundamentals  <b>IT Strand 3</b> – Information Security  <b>IT Strand 4</b> – Infrastructure Systems</p>
--	---	---