Information Technology Services

Date	February 7, 2025	**Orientation Time**	8:30 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	Clothing Classification Guide: CLASS A or F		
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.** • <u>The following WILL NOT be tolerated and are grounds for disqualification from the competition</u>: ✓ 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**
	ITS 1.0 – Perform maintenance on systems and components.	**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
	ITS 3.0 – Manage operating systems.	**IT Outcome 2.5** – Operating Systems **IT Outcome 2.6** – Installation and Configuration
	ITS 5.0 – Apply Knowledge of networking and security principles to install, configure, optimize, upgrade, troubleshoot and secure networks.	**IT Outcome 2.1** – Security, Risks, and Safeguards **IT Outcome 2.2** – Networking Fundamentals **IT Strand 3** – Information Security **IT Strand 4** – Infrastructure Systems