

SkillsUSA

2014 Contest Projects

Computer Maintenance Technology

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2014 SkillsUSA Computer Maintenance Technology Briefing Frequently Asked Questions

Q: What if I have already taken both A+ exams and I am certified?

A: The exam is scored as part of the competition so this is a requirement. This is also benefit of the competition provided by a generous donation. A waiver is submitted internally by Comp TIA and you are required to take the test again.

Q: If I fail the A+ is my certification taken away?

A: No, you will still have your certification status

Q: What if I have already taken both A+ exams and I passed and I do not want to take either test again?

A: This is not an option. This is a requirement of the contest.

Q: Can you tell me if the question pool will be different from the previous exam I took?

A: This is no different form the current A+ exam that is administered.

Q: My students flight is delayed, is he disqualified because he is not at the briefing?

A: No, flight delays occur due to geographical area, mechanical, or weather. We are often advised by SkillsUSA of these issues and those students are exempt from penalty for non-attendance. The student is fully responsible to understand where they need to be at what times. This is not a responsibility of the briefing.

Q: What tools or materials do I need for the contest?

A: The "Equipment and Materials" section of the Computer Maintenance Skills Standards specifies the requirements. YOU ARE RESPONSIBLE TO VIEW THE EXACT VERBAGE in the Skills Standards document.

Q: I thought you did not follow the Skills Standards in a certain module or throughout the contest. Who do I talk too?

A: This is a process handled directly by the Technical Committee and the National Education team. We promise you we will direct your comments or concerns to the National Education Team and review this with them. ***Please be aware***, these are the standards that business and industry require for an entry level position. They cover the basic conceptual understanding of this career area. ***One individual to another may be choosing to interpret these standards and interpret them incorrectly.***

Q: You have customer service in this contest, how is this in the Skills Standards?

A: CMT 8.0 of the Standards outlines 2 key objectives and 5 central requirements of customer service. The Technical Committee is firm this encompasses the current business and industry requirements for professionalism. We want to take this opportunity to make clear from the moment you enter the contest floor to participate in competition, professional workplace behavior is expected.

Q: Beyond the Skills Standards, how do we know what we should do to prepare for in the contest?

A: A combination of real technical experience, previous problem solving, and collaboration with your peers contribute to your continued growth and development. We will cover topic in de-briefing as well.

Q: I know you do not allow cell phones but how does my advisor get in touch with me?

A: You are sequestered during the competition. Your advisor knows where to find us if there is an emergency. If your mobile device is brought to the competition floor, it is required to be labeled, turned off, and placed in a container. We are not responsible for your mobile device at any time.

Q: My phone has to be on, can we work something out? My advisor says I have to have my phone on and be accessible.

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A: You may not have a mobile device on you during the competition. If your ringer is on silence the phone is still technically on. It will still need to be off and placed in a storage container. You are not accessible during the contest. The advisor is aware of your location.

Q: What if we have to go to the bathroom or want a smoking break?

A: Courtesy core will escort groups to the rest room. You are counted when you leave with the group and counted when you return. You may not deviate from the group or speak to individuals outside the contest while you are on break. For groups that are smoking, you will be required to remove the SkillsUSA blazer or windbreaker.

Q: May I have access to my phone during a break or lunch period?

A: No

Q: Is it possible we will see modules that are not in the Skills Standards?

A: Yes, experimental modules are permitted however, you receive a virtual score for them and they will not count as part of your total score. Do not let this deter you from providing your best effort.

Q: We were told last year there are no hardware “challenges” for the modules in the contest. Why is there a shift away from this?

A: We will continue look for opportunities to re-introduce hardware competencies **when they are relevant**. However, they ***absolutely must*** translate into current “best practices” of the workplace. The committee wanted to expand on this answer and note a significant amount of equipment in previous modules had to be retired due to mis-handling, misuse, and inflicted damage or vandalism. This comes at the expensive of the Technical Committee and sponsors.

Q: I do not understand how you come up with these scenarios for the contest. I don’t believe these are real world issues or how they would be handled?

A: These problems are developed from reviewing help desk issues from Universities, Corporations, Small Business, and even commercial service organizations. What we do as a committee is research the issue down to its root cause and determine how to present it in an effective but solvable manner.

Q: Can we use the internet to research problems during the contest?

A: This is not permitted, the Technical Committee has always supplied documents we deem relevant to the specific problem.

Q: Why are the modules only 30 minutes in length? Is that fair?

A: Conceptually, this is based off of the practice of how long they (the employee) would be expected to work on the issue prior to escalation. From our perspective a 30 minute module allows us:

- 1.) This allows us 15 minutes to score, resolve an issue with a competitor, solicit feedback from the Tech Committee, & reset the stations.
- 2.) This allows us break down the scoring to a point where we meet SkillsUSA standards and do not exceed 15 percentile in any area.
- 3.) The schedule provides us cushion in the event of a power failure.

Q: In 2013, you had an experimental module with fixing a mobile device. Are we being scored on it this year?

A: The score was virtual in 2013 and did not count as part of the total. It was used as a 3rd tie-breaker in the event of a tie. It will be used as the 2nd level tie breaker this year.

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Media Center Extender for Windows XP Media Center	12/30/2004	1/12/2010	Not Applicable		
Plus! for Windows XP	10/25/2001	1/9/2007	Not Applicable		
Remote Keyboard for Windows XP Media Center Edition	12/1/2005	1/11/2011	Not Applicable		
Shared Computer Toolkit for Windows XP	8/24/2005	1/9/2007	1/10/2012		
Windows XP Embedded	1/30/2002	1/11/2011	1/12/2016	10/22/2004	
Windows XP Embedded Service Pack 1	10/22/2002	Not Applicable	Not Applicable	4/10/2007	
Windows XP Embedded Service Pack 2	1/18/2005	Not Applicable	Not Applicable	1/11/2011	
Windows XP Embedded Service Pack 3	11/14/2008	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle whichever comes first. For more information, please see the service pack policy here .
Windows XP Home Edition	12/31/2001	4/14/2009	4/8/2014	8/30/2005	Buy Windows 8 now!
Windows XP Media Center Edition 2002	10/28/2002	4/14/2009	4/8/2014	8/30/2005	
Windows XP Media Center Edition 2004	10/27/2003	4/14/2009	4/8/2014	10/10/2006	
Windows XP Media Center Edition 2005	12/30/2004	4/14/2009	4/8/2014	1/11/2011	
Windows XP Professional	12/31/2001	4/14/2009	4/8/2014	8/30/2005	Buy Windows 8 now!

Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date	Notes
Windows XP Professional x64 Edition	4/24/2005	4/14/2009	4/8/2014	4/14/2009	
Windows XP Professional x64 Edition Service Pack 2	3/12/2007	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle whichever comes first. For more information, please see the service pack policy here .
Windows XP Service Pack 1	8/30/2002	Not Applicable	Not Applicable	10/10/2006	
Windows XP Service Pack 1a	2/3/2003	Not Applicable	Not Applicable	10/10/2006	
Windows XP Service Pack 2	9/17/2004	Not Applicable	Not Applicable	7/13/2010	
Windows XP Service Pack 3	4/21/2008	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle whichever comes first. For more information, please see the service pack policy here .
Windows XP Tablet PC Edition	2/11/2003	4/14/2009	4/8/2014	10/10/2006	
Windows XP Tablet PC Edition 2005	8/25/2004	4/14/2009	4/8/2014	7/12/2011	

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Halo 2 for Windows Vista	8/31/2007	10/9/2012	Not Applicable		
Windows Vista Business	1/25/2007	4/10/2012	4/11/2017	4/13/2010	Buy Windows 8 now!
Windows Vista Business 64-bit Edition	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Business N	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Business N 64-bit Edition	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Enterprise	1/25/2007	4/10/2012	4/11/2017	4/13/2010	Buy Windows 8 now!
Windows Vista Enterprise 64-bit Edition	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Home Basic	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Home Basic 64-bit Edition	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Home Basic N	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Home Basic N 64-bit Edition	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Home Premium	1/25/2007	4/10/2012	4/11/2017	4/13/2010	Buy Windows 8 now!
Windows Vista Home Premium 64-bit Edition	1/25/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Service Pack 1	2/4/2008	Not Applicable	Not Applicable	7/12/2011	
Windows Vista Service Pack 2	4/29/2009	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle

Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date	Notes
					whichever comes first. For more information, please see the service pack policy here .
Windows Vista Starter	1/30/2007	4/10/2012	4/11/2017	4/13/2010	
Windows Vista Ultimate	1/25/2007	4/10/2012	4/11/2017	4/13/2010	Buy Windows 8 now!
Windows Vista Ultimate 64-bit Edition	1/25/2007	4/10/2012	4/11/2017	4/13/2010	

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Windows 7 Enterprise	10/22/2009	1/13/2015	1/14/2020	4/9/2013	Buy Windows 8 now!
Windows 7 Enterprise N	10/22/2009	1/13/2015	1/14/2020	4/9/2013	
Windows 7 Home Basic	10/22/2009	1/13/2015	1/14/2020	4/9/2013	Buy Windows 8 now!
Windows 7 Home Premium	10/22/2009	1/13/2015	1/14/2020	4/9/2013	
Windows 7 Professional	10/22/2009	1/13/2015	1/14/2020	4/9/2013	
Windows 7 Professional N	10/22/2009	1/13/2015	1/14/2020	4/9/2013	
Windows 7 Service Pack 1	2/22/2011	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle whichever comes first. For more information, please see the service pack policy here .
Windows 7 Starter	10/22/2009	1/13/2015	1/14/2020	4/9/2013	
Windows 7 Starter N	10/22/2009	1/13/2015	1/14/2020	4/9/2013	
Windows 7 Ultimate	10/22/2009	1/13/2015	1/14/2020	4/9/2013	Buy Windows 8 now!
Windows 7 Ultimate N	10/22/2009	1/13/2015	1/14/2020	4/9/2013	
Windows Automated Installation Kit for Windows 7	10/22/2009	1/13/2015	Not Applicable		