

# **SkillsUSA**

## **2011 Contest Projects**

### **Technical Computer Applications**

Click the “Print this Section” button above to automatically print the specifications for this contest. Make sure your printer is turned on before pressing the button.

**Technical Computer Applications**

Please go to: [www.tcanationals.com/downloads](http://www.tcanationals.com/downloads)

You will need to install the following software prior to Tuesday June 21, 2011. On Tuesday you will be setting up your computer in the contest area, and are required to have the following software installed before you can connect to the TCA network. If you are renting a computer at the conference you will be able to install the software as part of your setup time.

**[Download additional contest files.](#)**



# 2011 Technical Computer Applications

## Introduction

When you go to work in the field within the area covered by this contest, you most likely will be involved in a “computer support” and/or management position. However, you will not be called on to “fix” the hardware. Most likely you will be working with various programs and assisting other with user related issues or management related problems. That may mean that the user needs instruction on how to perform some function in a software program or following management protocols. It may mean that you need to diagnose a problem that is beyond the capability of the user. It may also mean that you need to create a “user friendly” method of performing some function for the user so that they can perform their job requirements without having to call you each month to run a report. This contest is written within this framework.

**On Thursday morning, all contestants will do the written test first. After the written test, we suggest that you read the entire contest before you begin in order to get an overall perspective of what is to be expected of you.**

## Scoring Criteria

Test Area	Points Possible
Written Test	50
Oral Presentation	50
Equipment Setup/Hardware	50
Cloud Computing	500
Google Spreadsheet	100
Windows Operating System	50
Collaborative Solution	200
<b>Total Points Available</b>	1000
<b>Penalties/Bonuses/Tie Breaks</b>	
Clothing Penalty	-50
Resume Penalty	-50
SkillsUSA Knowledge Bowl	1

## Written Test

50 Points

**You will be sent an email with the link to the written test.** This is a timed test. You will have one hour from the time you first open the test to complete the 100 questions. You may scroll through the questions, skip questions and come back later, etc. The one-hour timer ends when you submit your test to be graded or when the allotted time ends. If you reach your time limit, the test questions that you have answered will be submitted for grading, and those that have not been answered are considered incorrect. Therefore, if you do not know the answer to a particular question, it is to your benefit to make an educated guess.

## Oral Presentation

50 points

At some point during the contest you will be called to present your oral presentation as prescribed in the SkillsUSA General Regulations. When you arrive at that contest area, you will be presented a problem. Your task will be to solve the problem and explain your solution to the judge. There is a five-minute time limit for each contestant.

**E-Mail the head judge that you have completed the Oral Presentation portion of the contest. Be sure to include your Contestant Number.**

**\*This is NOT a question and answer presentation!**

**You have a total of 5 minutes to complete your presentation from now.**

**Your time started when you received this scenario. Take as long as you need to prepare, but your total time is 5 minutes.**

You have prepared a Small Business Plan as part of a collaborative project. Make sure you have a thorough understanding of your business plan.

## Google Docs

100 Points

**Logon and access your email account on Google Apps.**

1. Create a template with the following email signature for all messages. The signature should be:
  - a) **2011 SkillsUSA**  
**Technical Computer Applications**  
**Contestant # \_\_\_\_\_**
  - b) **Include the following confidentiality statement on your signature file:**  
CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

2. Using a spreadsheet application of your choice, create an amortization spreadsheet for a loan of \$100,000 at 5% interest for a period of 7 years with monthly payments. Include additional payments of \$500 per month. **Save your as file: SBA-Loan**
3. **Convert your completed amortization spreadsheet as a PDF file for later insertion into your small business plan. .**
4. Email the head judge ([headjudge@tcanationals.com](mailto:headjudge@tcanationals.com)) your Google docs |PDF **SBA-Loan** file and state you have completed the Google Docs portion of the contest.

## Collaborative Solutions

### *Small Business Plan*

### (Wed. and Thurs.)

**200 Points**

On Wednesday, you worked collaboratively with three other individuals on a small business plan for “cloud” services that you could provide in a small business environment. Each of you had a section of the business plan to prepare for your team. You shared this file in Google docs with other members of your group. In this section of the contest, you need to assemble a complete small business plan from your team’s work. If you feel that section(s) that were developed by other members of your group need additional editing, you may make changes to improve your business plan. Also, the final section of your small business plan, please include your loan amortization data that you created in the Google Docs section for a loan of \$100,000 for your small business. In this last section, provide an analysis of the loan amortization savings, with an extra \$500 monthly payment.

Save your assembled small business plan as word processing file and name it **2011SBAPlanXXX**, where **XXX** is your contestant number. Convert this word processing to a PDF file using the same file name as your word processing file. Email your PDF file to the SkillsUSA head judge, [headjudge@tcanationals.com](mailto:headjudge@tcanationals.com) and in the subject line *Small Business Plan is complete for TCA contestant XXX*

## Equipment/Hardware Setup

**50 Points**

Points are awarded in this section by emailing all of the files required to be sent to the head judge as an indicator that your hardware and equipment were setup correctly.

**Remember to always fill out the subject area of the email with your contestant number and the information that identifies the section you have completed.**

Simply put, when you complete a section of the contest that requires an attachment file, make sure you e-mail the head judge at ([headjudge@tcanationals.com](mailto:headjudge@tcanationals.com)).

## Operating System

**50 Points**

Create a word processing file called **OS-Windows** and answer the following questions in the file. Be sure to copy and paste the question in each part and answer the question completely.

### Part One – 20 Points

Your business is installing thin client servers to run terminal services, explain the advantages of using thin clients over stand alone PC's. Create a Word document and explain your answer in an area labeled "THIN CLIENT".

### Part Two-30 Points

Using the Windows operating system as a reference, explain how "cloud computing" software can be implemented or used in this OS environment.

When your section of the Operating System is complete, e-mail your section to the head judge ([headjudge@tcnationals.com](mailto:headjudge@tcnationals.com)), subject OS is completed by TCA-XXX, where XXX is your contestant number.

## Cloud Computing Software

**500 Points**

### 1. Salesforce and Small Business Promotions

- a. Goto the website link below:

<http://www.salesforce.com/customer-resources/learning-center/details/best-practices/understanding-the-basic-building.jsp>

- b. Review the article on the above weblink; using any presentation software, create a 5 slide presentation on how this cloud computing software could be used in promoting your small business.
- c. Save the presentation as **salesforceTCA-XXX**, where XXX is your contestant number. Convert this presentation to a PDF file, using the same filename and format. You will need this file for step 2.

### 2. Salesforce Software

- a. Register for a Salesforce Developer account on <http://developer.force.com>
- b. Use the following information when filling out the form:

First Name: **TCA Contestant**

Last Name: #\_\_\_\_\_

Primary Job Role: **Developer**

Salesforce.com Relationship: **Existing Customer**

Country: **United States**

State/Province: **Missouri**

Postal Code: **64102**

Company: **TCA Contest**

Username: **Your email address** (\_\_\_\_@tcnationals.com)

Set your password to **TCA\_\_\_\_\_** (same as your email)

Set the security answer to **"Smith"** (no quotes)

- c. Please note that you are registering for a **"Production"** account, not a sandbox account

Last name	First name	Address	City	State	Email address
JUDGE	Head	1300 12 <sup>th</sup> Street	Kansas City	Mo	<a href="mailto:headjudge@tcnationals.com">headjudge@tcnationals.com</a>
EDWARDS	David	55 S. GAMBLE ST	Plymouth	Mi	<a href="mailto:edwards.dave@arl.com">edwards.dave@arl.com</a>
STOVER	Scotty	6562 US Rt 66	Reno	Nv	<a href="mailto:scotty-stover@bingo.com">scotty-stover@bingo.com</a>
MULLINS	Bristal	868 S CONWELL AVE	Boonville	Mo	<a href="mailto:one_mullins@live.com">one_mullins@live.com</a>
MAYORGA	Josie	616 DALE AVE	St. Louis	Mo	<a href="mailto:josie.may@yahoo.com">josie.may@yahoo.com</a>
VILLAVICENCIO	Yahoska	412 E. WALTON ST	Evansville	In	<a href="mailto:bigmommaz23@gmail.com">bigmommaz23@gmail.com</a>
BOURMA	Hannah	662 PARK ST	Vale	Co	<a href="mailto:hanna.bourma@live.com">hanna.bourma@live.com</a>
COOMBS	Bruce	1234 WOODBINE AVE	Phoenix	Az	<a href="mailto:brucie.coombs@zip1.edu">brucie.coombs@zip1.edu</a>
BARNETT	Brandie	522 RIDGE DR	Bristol	Tn	<a href="mailto:brandie.barnett@rambo.com">brandie.barnett@rambo.com</a>
DANIEL	Adam	322 TWIN BAY TRAIL	Miami	Fl	<a href="mailto:adam.daniel@bigmouse.com">adam.daniel@bigmouse.com</a>
GLORIOSO	Timothy	662 PORTAGE PATH	Willard	OH	<a href="mailto:tim-glorious@willard.com">tim-glorious@willard.com</a>

- d. Insert the above table as Contacts in Salesforce  
e. Upload the presentation PDF you created above as a document in Salesforce.  
f. Create a campaign and send the presentation via email to the Head Judge.

### 3. Constant Contact Software

- a. Goto [www.constantcontact.com](http://www.constantcontact.com) and create a user account.  
b. Sign up for a free 30 day trial for two of the features of **Constant Contact**, email marketing and event planning.  
c. The username should be 2011TCA#\_\_\_\_\_, use your assigned password that was given to you for the contest.  
d. Input the following address when signing up and registering:  
**H. Roe Bartel Hall**  
1300 12<sup>th</sup> Street  
Kansas City, Missouri 64102  
e. Input the following telephone number for the contact information: **000-000-0000**  
f. Setup integration with your Salesforce account and import the Contact list from Salesforce using the integration. **DO NOT manually copy/paste the data.** You should be able to change a contact in Salesforce and see the result in Constant Contact.  
g. Import the SkillsUSA logo from the [www.skillsusa.org](http://www.skillsusa.org) website and use this as the logo in your block header on all correspondence with your clients.  
h. Create a **“save the date”** email telling the clients of an upcoming SaaS event (Software as a Service). *Sent this email to the clients in the database.*  
i. Create a **“SaaS”** email flyer promoting an event that you will host an event to explain the advantages of moving to cloud computing SaaS (Software as a Service). . *Sent this email to the clients in the database.*  
j. Create an event in event marketing **“SaaS PromotionTCA#\_\_\_”** describing the event and that allows the client to register for the event and in the form. Create a check box, **payment by check only**. The event fee is \$40.  
k. *Send the event to the first five clients on the list and the head judge; Do NOT SEND the event to more than 5 clients.*



#### 4. Zendesk Software

- a. Register for a Zendesk account on <http://www.zendesk.com>
- b. Use the following information when filling out the form:
  - Full Name: **TCA Contestant #**\_\_\_\_
  - Email: **Your email address** (\_\_\_\_@tcanationals.com)
  - Phone Number: **000-000-0000**
  - Company: **TCA Contest**
  - Sitename: **2011tca**\_\_\_\_
  - Number of Employees: **1-9**
  - Set the security level to **Low**
  - Set your password to **TCA**\_\_\_\_ (same as your email)
- c. Setup your help desk using the following information:
  - Change the name of your help desk to "**TCA #**\_\_\_\_ **Online Support**"
  - Require all ticket submissions to come from users on **tcanationals.com only**
  - Setup business hours from 9AM to 5PM M-F
  - Add a footer to the email template containing the confidentiality or disclaimer in the "Google Docs" section of this document
- d. Setup a system-wide email footer using the following:
  - 2011 TCA Help Desk
  - [support@tcanationals.com](mailto:support@tcanationals.com)
  - (888) 123-4567
- e. Make sure all traffic is encrypted
- f. Change the name of the forums to "Knowledge Base"
- g. Modify the default color scheme, and add the SkillsUSA logo to the header
- h. Make sure that anyone CC'ed on emails is added to support tickets
- i. Change the default message delimiter
- j. Create a knowledge base post explaining what Zendesk is. Make sure it appears at the top of the front page.
- k. Setup a notice to go out to users who have not responded to a ticket after 1 hour.
- l. Automatically set a ticket to "Closed" after a user hasn't responded for 2 hours.
- m. Connect Zendesk to Salesforce and submit a ticket on behalf of the Head Judge from Salesforce. Be sure you can see Salesforce information when viewing a ticket.
- n. After the Head Judge has responded to your ticket, take a screen shot of the response in Salesforce and email it to the Head Judge.
- o. Send a final response to the ticket through Zendesk and mark the ticket as "Closed".  
You are now done with the Zendesk portion of the test.

## Contest Evaluation

**No Points, but we sure  
would appreciate your  
feedback**

**You will get email link to the contest evaluation/debriefing.** It is very important and required that you take this evaluation to help us improve future contestants experience in the TCA contest. This is not a test. We would like to have your feedback on the contest. Please be honest. We sincerely desire to continually improve the Technical Computer Applications Contest, and you telling us how you feel is the only way we can do that. We implement something new each year based on the input from this survey of the contestants.

Yes, we will know who wrote the comments. No, they will not be considered in the judging. As you know, most of the judging has already taken place throughout the day. I give you my pledge of honor that we will not even look at the survey results and associated comments until after all scores have been determined and turned in to the scorers table for final results. Therefore, I hope you feel free to be candid and honest with us.

Sincerely  
The Education Team  
The Technical Committee