

(305) Device Configuration & Troubleshooting (S | PS)

Description

Demonstrate knowledge of device configuration, maintenance, and management as an IT technician. *This event includes a separate certification component which will be offered in conjunction with the BPA event at NLC; all members passing this component will receive an industry certification regardless of their overall event placement.* The certification offered will be IT Specialist Device Configuration and Management and upon passing the exam, members will be awarded 100 points to their final score. All persons planning to take a certification test MUST register with Certiport (www.certiport.com) before attending NLC to create their Certiport profile. Members must include their BPA member ID in their Certiport profile when they register online. For more information on the exam, visit: <http://www.certiport.com>

Eligibility

Any Secondary or Post-secondary division student member may enter this event.

Member must supply

Sharpened No. 2 pencils, pens

Cordless calculator: Electronic devices will be monitored according to ACT standards. See [NLC Calculator Guidelines](#). Members who violate this rule will be *disqualified*.

Published and/or unpublished non-electronic written reference materials, this includes hands-on tasks

No equipment, supplies, or materials other than those specified for an event will be allowed in the testing area. No previous Business Professionals of America tests and/or sample tests or facsimiles thereof (handwritten, photocopied, or keyed) may be taken into the testing area. Violation of this rule will result in disqualification.

Competencies

- Identify PC components
- Add and remove components
- Demonstrate knowledge of system resources
- Utilize peripheral ports
- Demonstrate knowledge of IDE, SATA & SCSI devices
- Utilize peripheral devices
- Troubleshoot problems
- Perform preventative maintenance and safety
- Demonstrate knowledge of RAM characteristics
- Demonstrate knowledge of system board characteristics
- Demonstrate knowledge of printer characteristics
- Demonstrate knowledge of basic networking concepts
- Demonstrate knowledge of OS functions and OS upgrades
- Demonstrate knowledge of disk/file management
- Demonstrate knowledge of Windows® and Linux installations
- Demonstrate booting procedures
- Configuring device drivers
- Demonstrate knowledge of error codes
- Demonstrate knowledge of Internet configuration
- Replace system components
- Describe cloud services
- Describe firewall settings
- Manage User Accounts

Equipment/supplies provided

Toolkit for hands-on component at national level

Method of evaluation

Objective Test

Certification test taken per conference schedule at NLC

Application: Top 10 members at national level only. Reference materials are allowed for the application portion. At the national level, scores from the preliminary round and objective test do *not* advance with member to finals. Final contest score is based solely on hands-on component.

Length of event

Preliminaries - No more than sixty (60) minutes for objective test, no more than one hundred twenty (120) minutes for certification test

Finals - No more than sixty (60) minutes for hands-on tasks

Entries

Each state is allowed five (5) entries