

Information Technology (IT) Competency Exam Content

The IT Competency Exam is a 90-minute exam on which you must make a minimum 70 percent correct score to pass. You may take the exam multiple times, but you should complete initial preparation as described below to assure you perform at your best level of competence.

The exam evaluates basic Excel and Word skills that are necessary to interact with technologies in business courses. You may have developed these skills in formal IT courses or through self instruction.

Exam Content

On pages 3-4 below you will find concepts tested on the exam. At minimum, access Excel and Word 2013 and review menu options and procedures for performing the identified basic manipulative and analysis activities.

Training for Exam

1. If you wish to receive hands-on instruction in learning the identified skills, you may complete Business Information Systems 1310 (either in class or online); this course should prepare you to complete the exam successfully.
2. An alternative is to complete training activities in SAM 2013. If you do not have a student SAM account, you will have to purchase a SAM Access Code at the following URL:
<http://www.cengagebrain.com/shop/isbn/9781285458519>
3. Follow these steps in setting up your SAM student account so you can access the IT Competency Exam Training.
 - a. Go to sam.cengage.com. If you already have a SAM account, enter your username and password in the appropriate fields and click **Login**.
 - b. If you do not already have an account, click **New User**.
 - c. Enter your **Institution Key** (T2026598), click **Submit**; then click Save.
 - d. Fill in **all fields** marked by a **red asterisk**. (entering your UALR email address will allow password, etc., to be mailed to you in case you forget) NOTE: See step 4 on the SAM Challenge 2013 registration instruction sheet regarding SAM Username (email) address—each account, such as this Training account and the SAM Challenge Testing account must use a different Username (email) address.
 - e. Click **Save**.
 - f. On the confirmation page click **Confirm**.
 - g. On the terms and conditions page, click **I Agree**. You will then be taken to your homepage.
 - h. Now you may join the IT Competency Training section as shown below.

4. Follow these steps in **joining the IT Competency Training section**:
 - a. Click on the **Sections** button on the navigation bar. The **MY SECTIONS** page will display and you will see a list of sections.
 - b. Click on the **Join a Section** button. You will see a list of available sections. Select **IT Competency Training** (or locate by listing the instructor name Robert Mitchell).
 - c. Click on the > button. This will add your selections to the **My Sections** menu. If you make a mistake, select any incorrect sections from the **My Sections** menu and click on the < to remove them.
 - d. When done, click on the **Save** button. You will see a confirmation message.
 - e. Click the **OK** button to continue. You will be returned to the **MY SECTIONS** page.

5. Follow these steps in **accessing and completing the SAM Training**, which will help you learn in the manner you learn best by either reading, watching, or doing in a controlled environment (system simulates the software environment).
 - a. Click the **Activities** link; click on the drop-down arrow to choose the following section: **IT Competency Training (Fall 2014)**. Click **Activity List**.
 - b. Select **IT Competency Exam Training** to begin.
 - c. Onscreen you will see the first task text where you can learn by reading about a task. Click the **Continue** button to move to the next mode.
 - d. **Observe** mode allows you to watch and listen to the manner in which a task is performed.
 - e. **Practice** mode allows you to interact with the system and follow guided prompts. (Use these based on your learning style and how familiar you are with the concepts being taught; you can skip this training modules if you feel you can go directly to Apply, which is required for credit, though I suggest you at least work through Practice.)
 - f. **Apply** mode (which is used on the IT Competency Exam you must pass) is where you must prove that you've learned what you've been taught. To "complete" an Apply activity, you **MUST** click the **Task Complete Button**. This will show a check mark next to the task in the Task List.
 - g. Training tasks do not have to be completed linearly. You can jump to the mode that suits you best.

Excel Content Topics

- Interact with User Interface
 - Ribbon/Tabs/Button Groups/Buttons
 - Quick Access Toolbar
 - Name Box
 - Formula Bar
 - Zoom Slider
- Design Worksheet
 - Insert “print” headings
 - Enter text/numeric data
 - Percentages
 - Alignment
 - Format text/numeric data
 - Format cells
 - Insert/delete a column or row
 - Merge worksheets
- Enter/Copy Formulas
 - Order of operations
 - Absolute versus relative references
 - Addition/subtraction, multiplication/division
- Enter Functions
 - Sum/AutoSum
 - Average
 - Count/Counta
 - Max/Min
 - Today()
 - IF
 - PMT
- Create Charts
 - Design charts
 - Column chart
 - Line chart
 - Pie chart
 - Scatter diagram
 - Format charts
 - Title
 - Legend

Word Content Topics

- Interact with User Interface
 - Ribbon/Tabs/Button Groups/Buttons
 - Quick Access Toolbar
 - Status Bar
 - Zoom Slider
- Design Document (report)
 - Select page orientation
 - Select/modify spacing
 - Select font and font size
 - Italics
 - Bold
 - Edit text
 - Align
 - Bullets
 - Tabs
 - Format headings
 - Move text (copy/paste)
 - Insert page numbers
 - Insert header/footer
 - Check spelling
- Insert table
 - Change column widths
 - Insert formula into table