Information Technology

- Client / Participant Information System
  - Login to the client or participant database and navigate to a given client or participant record. Edit the record, save it, and close it.
  - Login to the client or participant database and create a new client or participant record. Save and close it.
- Office Software
  - Email
    - Log into email software.
    - Develop a tiered file structure to store emails organized by intuitive topics.
    - Create an event in the email software's calendar, add a location, conference call information, and invitees to the event.
    - Modify an existing event to update the location and send an update to meeting attendees.
    - Share access to your calendar with a colleague, choosing the appropriate privacy level.
    - Add a colleague's calendar to your calendar once they have shared it with you.
    - Create a new contact.
    - Search for an existing contact, edit and save the contact record.
    - Create and apply a personalized signature for email. Set the signature to apply to all outgoing emails.
  - Word Processing
    - Open an existing document from a flash drive, perform appearance edits, and print the document, given required Font size, margin size, and page orientation.
    - Open an existing document from email and demonstrate the ability to edit the document to match a paper copy of the desired output. The required editing functions include: Font Size & styles, Bolding, Underlining, Italicizing, Highlighting, Text Color, Alignment and Centering, Indents, Spacing modifications, Cut, Copy, and Paste, Find and Replace
    - Open a given document and correct it using the grammar and spell-checking functions. Change highlighted words to their synonyms using the Thesaurus function.
    - Open a document to review the document for grammatical and data checks. Turn on the track changes feature and add comments to suggest changes.
    - Open a document and insert a picture from another location on the computer.
    - Construct a table of 5 columns and 3 rows and apply borders to the entire table. Format the table to have a header row.
  - Spreadsheet
    - Given a set of data, create a table, and sort it by alphabetical order of the first column.
    - Insert shapes on a document to create functional diagrams (given a hand-sketched drawing).
    - Create a reference to a cell from another sheet.
    - Repair a broken "link," resulting from moving a referenced cell's location.
    - Given a spreadsheet containing raw data, create a table to display it, and calculate and display a set of summary statistics using average, add, subtract, multiplication, and division functions.
    - Given a set of raw data, utilize the following cell formatting functions to create a visually attractive table: cell alignment, borders, cell color, text formatting, wrap text, titles,

headers, and footers.
- Given a spreadsheet containing some text, format the cells and set the print area to fit on one page, use page set-up to center the content on the page, and save it as a print-ready PDF.
- Given a set of raw data, summarize it using a table, then create a chart to display the data, paying attention to select the chart type that best fits the data.
- Given a spreadsheet of raw data, construct a summary sheet on a new tab by using filters and sorting.

  o Presentation
- Given a sample presentation, edit for grammar and spelling, display the presentation in full screen.
- Given a presentation, change the slide size and orientation to suit Letter-sized paper in portrait orientation.
- Open a new presentation and save it. Apply a new theme and color set. Import a table or picture from another file.
- Given a presentation containing notes, save a PDF of the presentation where each slide is displayed next to its notes.

  o Internet
- Given a specific topic, search the internet for three reputable studies on the topic. Download and save the studies as PDFs.
- Given three studies on a given topic, determine if they are reputable and identify the sources of information cited in each.
- Given five websites with information on a defined technical subject area, rank them in order of validity (from most reliable to least reliable).
- Disable an add-on from your browser.
- Add a new bookmark to the bookmarks bar.
- Post a job opportunity on a given online job board to attract potential candidates.

  o Operating System
- Given a printer model, add it to the computer's available "Printers and Scanners".
- Use the system's file explorer to find a file. Copy it and paste it in a new location.
- Use the system's file explorer to find a folder. Rename it and move it to a different location.
- Create a new folder and move it inside of another folder.
- Change the password to log into the computer.
- Create a file backup using a cloud-based file storage service.

Project Management
- Use labor market data, articles, studies, etc. to identify skills gaps and occupations that are in high demand.
- Upon request, develop summary reports indicating the status of all activity. Include both narrative summaries, and visual aids like graphs and charts where necessary.
- Identify and resolve conflicts, complaints and other issues raised by colleagues or other partners on a case by case basis, in a timely manner.
- Use effective time-management techniques to meet deadlines for all given tasks or projects, and communicate with supervisors regarding challenges meeting deadlines, as necessary.
- Use effective communication management to maintain relationships with partners, and to effectively

collaborate with internal and external colleagues.

- Demonstrate appropriate etiquette when communicating with different types of colleagues, and on varied communication platforms (email, phone, in-person, instant message, etc.) in accordance with a provided style guide (if applicable).
- Use spreadsheet software or project management software to create and consistently maintain clear and concise project plans. Include milestones, time constraints, and task owners.
- Flag and escalate issues with meeting project deadlines and milestones, and enact alternative approaches to achieving milestones as needed, e.g. re-assigning tasks, escalation to supervisor level, or adjusting the project plan.

Records Management
- Maintain, update, and comply with standard procedures for file management.
- Maintain complete files for each apprentice and apprenticeship program, as required by the Department of Labor and internal standard procedures.
- Comply with procedures for obtaining needed data and documentation from apprentices, employers, and RTI provider(s), including but not limited to work process hours, RTI completion records, and proof of wage increases.
- Prepare for and participate in successful DOL audits of apprenticeship records. Resolve any findings in a timely manner.
- Maintain current signed copies of all apprentice and employer agreements.
- Upon request, construct and produce aggregate and individual reports of apprentice progress against defined work process and RTI requirements.

Effective Presentation Techniques
- Develop presentations and other shareable materials using provided presentation templates, standard colors, and other program standards as necessary.
- Effectively present various audiences.

Research Policy & Legislation
- Maintain a general knowledge base about workforce development issues such as apprenticeship, skills gaps, public policy, etc., through online research, news articles, email newsletters, and other resources.
- Given a set of media pieces published by various workforce development focused organizations, identify the platform and mission statement of each, paying mind to particular biases that may appear in each organization's publications about workforce development topics.
- Upon request, given a topic or question related to workforce development policy, research and produce summary reports to share with supervisors and colleagues.