COMPUTER NETWORK HELP DESK OPERATOR
Selection Process I.D.#
7610/WE/0523

EXAMINATION PLAN

WRITTEN EXAMINATION
Multiple choice – 50 items
Weight = 100%
70% to pass
Time limit = 1.5 hours

CONTENT AREA	# OF ITEMS	%
1. Computer Operating System Commands	22	44
2. Computer Operations/Security Principles & Terminology	20	40
3. Network Equipment	1	2
4. Communications and Interpersonal Relations	7	14
TOTAL	50	100

Reference Sources:

Teach Yourself TCP/IP Study Guide, Second Edition, Joe Casad, 2001
TCP/IP Study Guide, Sybex Inc., 1997
Troubleshooting Windows 2000 TCP/IP, Syngress, First Edition, 2000
CompTIA A+ Complete Study Guide, Quentin Doctor, Jon Buhagiar. 2022
Dictionary of Computer Terms, Barron's Business Guide, Downing, Douglas and Covington, Michael; First Edition, 1986
MVS Book GC28, Principles of Operations, Fifth Edition, IBM, 1998
VTAM Operations SC31, Second Edition, IBM, 1990
Business and Administrative Communication, Locker, Kitty O., Fourth Edition, Irwin McGraw-Hill, 1997

This examination consists of 50 multiple choice questions.