WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

WHAT IS THE CUSTOMER ENGINEER II KNOWLEDGE TEST (CEIIKT)?

The CEIIKT consists of 165 questions in three parts: Part I – Computer Fundamentals (114 questions), Part II – Electronics and Electricity (6 questions), and Part III – Data Communications/Networking (45 questions). Total testing time is approximately 2 hours and 30 minutes.

The scoring of the test is based on the number of correct answers for the total test <u>and</u> the number of correct answers on Part I – Computer Fundamentals. Incorrect answers are not counted. There is no penalty for guessing, so it is to your advantage to try as many questions as possible. If you are unsure about the answer to a question, a careful guess should be made.

WHAT CAN I EXPECT TO SEE ON THE TEST?

This test guide contains a brief description and sample question(s) for each part of the test. The sample questions are not taken from the actual test, but are examples of the types of questions included in the test. The correct answer and a brief explanation for each sample question is included.

PART I – COMPUTER FUNDAMENTALS (114 questions)

This part of the test measures knowledge of such topics as computer fundamentals (bits, bytes, bootstrapping, hexadecimal, binary, CPU, I/O, compiling, etc.), working in Windows 95, DOS commands, microcomputer buses, SCSI, hard disks (layout, interfaces, encoding, formatting, partitioning and fragmentation), types of memory, memory chips, memory modules, microprocessors, Windows NT, Windows 95, HP printers, IRQs, caching, UNIX, AUTOEXEC.BAT and CONFIG.SYS.

Sample Question

Q.   Configuring a serial port to operate with a particular parity and speed could be accomplished through which of the following DOS commands?

    A. MODE
    B. ATTRIB
    C. BREAK
    D. ASSIGN

A.   The correct answer is <u>A</u>. The MODE command can be used to set the speed and parity of a serial port.

Sample Question

Q.   The type of memory that a PC accesses through the use of bank switching is:

   A. conventional
   B. upper
   C. extended
   D. expanded

A.   The correct answer is D. Expanded memory can be addressed through use of bank switching techniques such as those described in LIM 4.0.

PART II – ELECTRONICS AND ELECTRICITY (6 questions)

This part of the test measures examinee knowledge of such topics as units of electronic measurement, simple electrical measurement techniques, and power outlet wiring.

Sample Question

Q.   What is the resistance of two 10 ohm resistors in series?

   A. 5 ohms
   B. 10 ohms
   C. 20 ohms
   D. 100 ohms

A.   The correct answer is C. The resistance of two 10 ohm resistors in a series is 20 ohms.

PART III – DATA COMMUNICATIONS/NETWORKING (45 questions)

This part of the test measures examinee knowledge of topics such as LANs, WANs, packet switching, routers, bridges, gateways, protocols, interfaces, ISDN, T1, X.25, SNA, asynchronous, synchronous, Ethernet, signaling, clocking, control characters, simplex, duplex, TCP/IP, RS-232, transmission, multiplexing, modulation, data rates, bandwidth, error correction, twisted pair, coax, fiber, D4 channel bank, and noise.

Sample Question

Q.   The term that describes sequential (one bit at a time) data transfer is _____ transmission.

   A. serial
   B. synchronous
   C. parallel
   D. half duplex

A.   The correct answer is A. A serial data transmission sends data sequentially, one bit at a time.

WHAT CAN I DO TO PREPARE FOR THE TEST?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. The best way for you to succeed on a given test is to adequately prepare. As illustrated above, the CEIIKT requires specific knowledge. Acquiring this knowledge through coursework or independent study is the best way to prepare for this test. Keep in mind, however, that completion of coursework or independent study will not guarantee that you will pass the test.

Here are some additional tips to help you prepare:

- ✓ Gather resources (books, articles, other materials, etc.) that cover the areas measured in this test
- ✓ Study the information carefully
- ✓ Have someone quiz you on the material prior to your testing date
- ✓ Seek out others who have knowledge in this area and may be able to assist you
- ✓ Get a good night's rest the night before your testing session
- ✓ Eat a well-balanced meal an hour before testing

It is important that you have an understanding of the material presented in the course or obtained through independent study.

HOW WILL THIS TEST BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the CEIIKT.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

- ✓ Read questions carefully.
- ✓ Think - reason out your answer.
- ✓ Answer questions you are sure of first.
- ✓ Reject immediately those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If you do not qualify on the CEIIKT, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then your first two retest opportunities are at six-month intervals. Subsequent retests are at one-year intervals. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the CEIIKT qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

Thank you for your interest in starting (or expanding) your career at AT&T!

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.