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 DPA III Qualification Test (DPA III)?

The DPA III Qualification Test has five parts: Resource Utilization, Computer Operations, UNIX, Customer Service, and Teleprocessing. Each of the parts is designed to assess knowledge in a specific function area within the Data Processing Associate III job title. Each part has 75 questions and takes approximately 1 hour and 15 minutes.

The scoring of each part is based on the total number of correct answers. Incorrect answers are not counted. There is no penalty for guessing, so it is to your advantage to try as many questions in each part as possible.

WHAT CAN I EXPECT TO SEE ON THE TEST?

This test guide contains a sample question for each part of the test. These questions are not part of the actual test, but are examples of the types of questions contained in the test. The correct answer for each sample question is also shown.

PART I – RESOURCE UTILIZATION

Sample Question

Q.   What is a DASD?

      A. Direct Access Storage Device
      B. front end processor
      C. printer
      D. utility

A.   The correct answer is <u>A</u>.

PART II – COMPUTER OPERATIONS

Sample Question

Q.   What are MVS, VM, and UNIX?

     A. utilities
     B. programming languages
     C. operating systems
     D. storage devices

A.   The correct answer is <u>C</u>.

PART III – UNIX

Sample Question

Q.   Which one of the following is a UNIX utility?

     A. IEHLIST
     B. IEBGENER
     C. who
     D. shell

A.   The correct answer is <u>C</u>.

PART IV – CUSTOMER SERVICE

Sample Question

Q.   Which one of the following is a type of abend?

     A. UCC11
     B. OC7
     C. JES2
     D. fsck –n

A.   The correct answer is <u>B</u>.

PART V – TELEPROCESSING

Sample Question

Q.   What is a byte?

    A. a measure of electrical power
    B. a line of disturbance
    C. eight bits
    D. an acoustic coupler

A.   The correct answer is <u>C</u>.

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 DPA III 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

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

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 DPA III.

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

- ✓ Read questions carefully.
- ✓ <u>Think</u> - 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 DPA III, 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 DPA III 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!