



FACILITIES ASSIGNMENT AND CONTROL SYSTEMS/ LOOP ASSIGNMENT CENTER MINICOURSE (FL-MC) TEST GUIDE

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 FACILITIES ASSIGNMENT AND CONTROL SYSTEMS/ LOOP ASSIGNMENT CENTER MINICOURSE (FL-MC)?

The purpose of the FL-MC is to identify those individuals who will most likely perform satisfactorily in the formal training courses and on the job after completion of the formal training.

The Minicourse consists of four lessons about the mechanized Loop Assignment Center (LAC) environment using the Facilities Assignment and Control System (FACS). The Minicourse gives you the opportunity to learn some of the things that are necessary to work in the FACS environment. The complete training for these jobs usually requires extensive formal training. However, you will only cover a small part of the total learning material that is required to perform these jobs. All instructional material will be furnished. Brief descriptions of the four lessons are provided below.

INTRODUCTION TO SERVICE PROVISIONING

This lesson discusses the different parts of the complete telephone circuit, and how outside plant and central office facilities must be determined to meet the requirements of a service order.

INTRODUCTION TO FACS

The purpose of this lesson is to explain the different components of the FACS and how service order provisioning is accomplished in FACS. The lesson discusses how personnel assist FACS when facilities cannot be assigned automatically.

LOOP ASSIGNMENT TRANSACTIONS

This lesson provides an overview of how to use computer terminals to work with the various components of FACS, using formatted data screens and commands.

RESOLVING RMA

Requests for Manual Assistance (RMA) are made when FACS requires manual intervention. This lesson presents a set of typical problems and how they are solved.

Each of the lessons making up the FL-MC has study materials and a test. The study materials for each lesson provide you with a lesson objective, informative study material and review questions. You will be allotted a specific amount of time to study the lessons and to take the tests. The amount of time will vary by lesson and test. The total course takes approximately 3 hours and 20 minutes.



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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. All information necessary to complete the FL-MC is provided. There are no specific materials you should study in order to prepare yourself. However, you may want to do some “mental preparation” for the test by practicing reading information and trying to remember details about it, as this is what you will be required to do during the minicourse.

To do this, choose a newspaper article, something you would normally skip over. Then read it as you usually would. Now read it again, this time read it more slowly, keeping in mind five words:

WHO, WHAT, WHEN, WHERE, WHY

When you are done reading the article, set it aside and try to answer these questions:

- WHO was the story about?
- WHAT information did the story contain?
- WHEN did the story happen?
- WHERE did it take place?
- WHY was the story newsworthy?

If you are able to answer these questions without referring back to the article, then you have comprehended it. Comprehension, while reading at a good pace will be important when you are taking the Minicourse. Keep practicing this skill using other materials until you feel comfortable.

HOW WILL THIS TEST BE ADMINISTERED?

The test may be administered either using paper-and-pencil or computer based. For computer based, you will be given the opportunity to self-schedule. For paper-and-pencil, 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 FL-MC.

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

Understanding the study materials is essential to correctly answering the test questions. The information will contain rules and examples which focus on the intent of the study material. Never skip over the rules or the examples (graphs, charts, illustrations, etc.). They are used to emphasize or clarify important points.



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Each lesson will contain review questions with the correct answers listed after them. These questions have been specifically designed to give you an opportunity to see how well you have been able to read and remember up to that point in the lesson and give you a preview of the content of the questions that will appear on the final test.

Review questions often require you to provide an answer. There is a reason for this - studies have shown that people increase their ability to remember when they work through problems. Don't cheat yourself by looking at the answers. If you do look ahead at the answers, you won't know whether or not you really understand the question until you are actually taking the test.

ADDITIONAL TIPS

- ✓ 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).

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the FL-MC 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.