



at&t

INTERNET DATA CENTER KNOWLEDGE TEST (IDCKT) TEST INFORMATION PAMPHLET

WHY DO AT&T AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their knowledge, skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's knowledge, skills and abilities and, therefore, we use tests to help identify people best suited for our jobs.

WHAT IS THE INTERNET DATA CENTER KNOWLEDGE TEST (IDCKT)?

The IDCKT consists of 75 questions in four parts: Part I – Hardware (24 questions), Part II – Software (15 questions), Part III – Networks (16 questions), and Part IV – Cabling (20 questions). Total testing time is approximately one hour and fifteen minutes.

The scoring of the test is based on the number of correct answers for the total test. There is no penalty for guessing, so it is to your advantage to try as many questions as possible. If unsure about the answer to a question, a careful guess should be made.

This pamphlet contains a brief description and sample question 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 - HARDWARE (24 questions)

This part of the test measures knowledge of topics such as computer fundamentals, buses, diagnostics, memory, PCI, RAID, and circuit and protocol test sets.

Sample Question

- Q. Using the computer chassis as a ground is most effective when:
- A. The cover is removed from the computer.
 - B. The computer is unplugged from the AC outlet.
 - C. You are not wearing a wrist band grounding strap.
 - D. The computer is still plugged into the AC outlet.
- A. The correct answer is D. Having the computer plugged into the AC outlet connects the chassis to an earth ground.

PART II – SOFTWARE (15 questions)

This part of the test measures knowledge of topics such as TCP/IP, IOS, UNIX, Linux, and Windows Server.

Sample Question

Q. How many disks on a Raid 1 setup can go bad before loss of data?

- A. 0
- B. 1
- C. 2
- D. 3

A. The correct answer is B. One disk on a Raid 1 setup can go bad before data is lost.

PART III – NETWORKS (16 questions)

This part of the test measures knowledge of topics such as cabling, CSU/DSUs, Ethernet, firewalls, frame relay, Internet, ISDN, LAN, MAN, media, OSI model, packet switching, protocols, signal loss, SONET, T1, T3, TCP/IP, WAN, and WWW.

Sample Question

Q. A wiring hub is used to change what aspect of a LAN?

- A. physical layout
- B. topology
- C. media access method
- D. throughput capacity

A. The correct answer is A. A wiring hub is used to change the physical layout of a LAN.

PART IV – CABLING (20 questions)

This part of the test measures knowledge of cabling standards such as Fiber, Cat 5e, Cat 6, Coax cabling, and punch down block along with utilization of crossover, rollover, and patch cabling.

Sample Question

Q. The point of demarcation divides:

- A. the Central Office from the network.
- B. the user network responsibility from LEC.
- C. the local network from long distance.
- D. The Pop switch from the Central Office.

A. The correct answer is B. The point of demarcation divides the user network responsibility from LEC.

WHAT CAN I DO TO PREPARE FOR THE TEST?

As illustrated above, the IDCKT 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.

When you are scheduled for the IDCKT, you will be given a specific time to report to the testing location. 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. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins, and be sure you understand the format of the IDCKT.

FOR EMPLOYEES ONLY: You may contact the AT&T Self Development Resource Center located on HROneStop at <http://hronestop.att.com> >> Your Career >> Self Development >> Test Preparation to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the IDCKT, your first two retest opportunities are at six-month intervals. Subsequent retests are at one-year intervals. 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

Successful completion of the IDCKT qualifies you for possible placement into jobs requiring the 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.

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.