

CTS Exam Content Outline and Guided Self-Assessment

The following chart outlines the content areas of the CTS exam and the percentage of questions dedicated to each task.

Domain A: Creating AV Solutions	60%
Task 1: Conduct site survey	5%
Task 2: Gather customer information	6%
Task 3: Evaluate site environment (acoustics, lighting, seating, finishing, etc.)	6%
Task 4: Recommend changes to site environment (acoustics, lighting, seating, finishing, etc.)	5%
Task 5: Develop a Functional AV Scope	6%
Task 6: Design AV solution	10%
Task 7: Sell AV Solution	5%
Task 8: Conduct vendor selection process	4%
Task 9: Market AV technologies	4%
Task 10: Provide AV Solution	9%
Domain B: Operating AV solution	15%
Task 1: Operate AV solution	6%
Task 2: Conduct Maintenance Activities	4%
Task 3: Manage AV Solutions/Operations	5%
Domain C: Conducting AV Management Activities	17%
Task 1: Project manage AV projects	5%
Task 2: Evaluate AV personnel competencies	3%
Task 3: Conduct Estimating Activities	4%
Task 4: Conduct Purchasing Activities	2%
Task 5: Conduct Job Costing Activities	3%
Domain D: Servicing AV Solutions	8%
Task 1: Troubleshoot AV solutions	4%
Task 2: Repair AV solution	4%
Total	100%

What are your areas on strength and weakness?

General knowledge

Essentials of AV Technology

Do you know the purpose of audio limiters and gates? Can you contrast incident and reflected light? Do you know the difference between balanced and unbalanced circuits? Do you know the essentials of analog and digital signals, networks, display and projection systems, audio systems, control systems and electrical systems?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Appendix B

Domain A: Creating AV Solutions

Task 1: Conduct site survey

5%

Using architectural drawings, can you interpret site conditions? Do you know what to observe and document about the site conditions?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

*CTS Certified Technology Specialist Exam Guide, Chapter 3
AV Math Online course*

Task 2: Gather customer information

6%

Can you obtain scale drawings, customer contact information, and customer constraints?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 4

Task 3: Evaluate site environment

6%

Can you assess acoustics, lighting, sight lines, furniture layout, etc?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 5

Task 4: Recommend changes to site environment **5%**

Can you recommend changes to site acoustics, lighting, sightlines, furniture layout, etc? Can you advise a client regarding changes to structure, zoning considerations, etc?

- I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 6
AV Math Online course

Task 5: Develop a functional AV scope **6%**

Can you compile site information, document recommendations, present findings to a client and obtain project approval?

- I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 7
AV Math Online course

Task 6: Design AV solution **10%**

Can you determine AV components, develop block diagrams, and create specifications and drawings?

- I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 8

Task 7: Sell AV solution **5%**

Can you present a proposal, negotiate a contract, and review client needs analysis?

- I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 9

Task 8: Conduct vendor selection process **4%**

Can you review proposals, seek clarification from vendors, and award contracts?

- I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 10
AV Math Online course

Task 9: Market AV technologies

4%

Can you develop a marketing message and budget?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 11

Task 10: Provide AV solution

9%

Can you install, set up, and configure equipment? Can you configure network systems? Can you train end users? Can you produce AV events?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

*CTS Certified Technology Specialist Exam Guide, Chapter 12
AV Math Online course*

Domain B: Operating AV Solution

Task 1: Operate AV solution

6%

Can you verify equipment is operating properly, operate the solution, and conduct shutdown activities?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 13

Task 2: Conduct maintenance activities

4%

Can you perform preventative/first line maintenance, test leads and equipment, and document maintenance results?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 14

Task 3: Manage AV solutions/operations

5%

Can you manage stock and material levels and liaise with vendors and suppliers? Can you train end users and conduct basic troubleshooting?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 15

Domain C: Conducting AV Management Activities

Task 1: Project manage AV projects **5%**

Can you liaise between stakeholders (engineers, owners, architects, project team, etc.)? Produce project documentation (Gantt charts, timelines, progress reports, etc.)?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 16

Task 2: Evaluate AV personnel competencies **3%**

Can you prepare job descriptions/task lists, interview prospective applicants, and conduct employee reviews?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 17

Task 3: Conduct estimating activities **4%**

From project documentation, can you Identify quantities (equipment, materials, services, content, tools and labor) and estimate costs?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 18

Task 4: Conduct purchasing activities **2%**

Can you review estimates, purchase orders and proposals, create purchasing list, confirm pricing, make purchases, and follow up on delivery/backorder statuses?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 19

Task 5: Conduct job costing activities **3%**

Can you determine burdened (on-costs) labor rates, gather field reports/time sheets, analyze project expenses, and create project profit and loss documents?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 20

Domain D: Servicing AV Solutions

Task 1: Troubleshoot AV solutions

4%

Can you confirm/clarify reported issues, review warranty/maintenance agreement status, identify the problem, and determine corrective action (repair, replace, remove, etc.)?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 21

Task 2: Repair AV solution

4%

Can you implement corrective action determined in troubleshooting, verify the resolution, and document the problem and resolution (maintenance logs, materials, time, travel, billables, etc.)?

I must learn more I should learn more I need a refresher I mastered this task

Study recommendation:

CTS Certified Technology Specialist Exam Guide, Chapter 22