



Description of Test (DOT)

COMPUTER NETWORK TEST

Description of Test Guide

This **DOT** Guide is designed to help you prepare for the Computer Network Test. There is specific information about the factors that are evaluated on the test.

The Computer Network Test is administered on a personal computer which utilizes a standard computer keyboard and mouse. Upon completion of the test, the computer will automatically score the test.

Test Description

This test is designed to measure a candidate's ability to diagnose and troubleshoot common problems relating to the technical support of computers. The test items measure the following knowledge or skill:

- Windows 2000 and Windows XP operating systems
- Software, hardware and printer installation and configurations
- Networking and network diagnostic utilities
- Managing files
- Printing
- Hard disk and memory configurations
- Basic performance, preventive maintenance and troubleshooting procedures
- Starting and managing programs
- Using Windows Explorer
- Creating shortcuts
- Modifying the computer display and desktop settings
- Assigning network drives
- Searching for computers
- Using Control Panel components
- Finding information using the new Help and Support Center, including the Remote Assistance feature
- The ability to perform common Web browsing tasks using Internet Explorer 6 features and integrated Windows functions.

The Computer Network Test consists of 35 test items. There are 2 different types of test items:

- Multiple choice items: a question is presented with 4 response options – you select the correct answer.
- Simulation items: you are asked to demonstrate how to perform a function on the computer.

Simulation items are given two chances to perform the action correctly. The test will automatically move you forward to the next item once you have answered correctly or have used your two chances.

The test does not allow you to go back and review or change answers. You must be sure of your answer before moving on to the next item.

SCORING

Your score is determined by the total number of correct responses that you provide across all sections.

ACCOMMODATION REQUESTS

Qwest provides accommodations in testing conditions to applicants with disabilities during the administration of pre-employment screens, to the extent such accommodations are reasonable, consistent with the nature and purpose of the examination, and necessitated by the applicant's disability. Qwest's objective is to provide effective and necessary accommodations to qualified applicants as defined under the Americans with Disabilities Act, without substantially altering the nature of the screening process. Each applicant's request for test accommodations is evaluated on a case-by-case basis. A test accommodation request and supporting documentation must be submitted in order to determine whether an accommodation may be provided. After you apply for a job, staffing office personnel will contact you to arrange for any required pre-employment screens. At that time you must inform the staffing office that you will require a test accommodation. You will then be informed of the information and documentation that is required to process your request.

RETEST INTERVAL

THE RETEST INTERVAL FOR CANDIDATES WHO DO NOT QUALIFY ON THE COMPUTER NETWORK TEST IS SIX MONTHS FOR INITIAL AND ALL SUBSEQUENT RETESTS.