

	G23 ITS 3	G25/M1 ITS 4	G27/M2 Manager ITS 1	G29/M3 Manager ITS 2	M4 (Asst) Dir ITS 1	M5 (Asst) Dir ITS 2 and M6 Dir ITS 3
Logical reasoning using flowcharts - These questions test for ability to reason logically by solving problems involving given variables expressed in flowcharts and accompanying information. All information needed to answer the questions is included within the flowcharts and the accompanying information. Prior knowledge of flowchart conventions is necessary to answer these questions.	x					
Understanding and interpreting a manual - These questions test for the ability to comprehend a set of directions and apply them. Candidates will be provided with a procedural manual excerpt to read. This information will be used to answer questions about procedures and the way operations should be carried out. All of the information needed to answer the questions is provided in the set of directions. Candidates will not be required to have any special knowledge about the content area covered.	x	x				
Preparing written material - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.	x	x	removed			
Systems analysis - These questions test for techniques and concepts of computer systems analysis. They cover such subjects as feasibility and applications studies, systems development tools and software, the systems life cycle, types of systems (e.g., client/server, Web-based), controls, and systems documentation, testing, and implementation.	x	x	x			
Understanding and interpreting tabular material - These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.		x	x	x		
Supervising a project - These questions test for the ability to conduct and supervise the activities necessary to achieve the goals and deadlines of a specific project. The questions cover such topics as setting up the project, developing the work plan for the project, assigning and reviewing work, evaluating performance and progress, coordinating phases of the project, handling problems as they arise, and meeting deadlines.		x				
Supervision - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.			x			
Project management fundamentals - These questions test for knowledge of the techniques and concepts of project management. They may cover terminology and concepts; project scheduling and control techniques (e.g., CPM); creating and evaluating bids; monitoring project progress; controlling a project timeline; and evaluating the project.			x			
Administration - These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning, including succession planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.			x	x	x	x
Writing skills for managers - These questions test for the writing skills that managers use in composing their own reports and correspondence as well as in reviewing documents produced by others. Both sentence skills and paragraph skills are addressed. The specific points tested include grammar, usage, punctuation, sentence structure, appropriate and correct content, editing, and organizing sentences into well-constructed paragraphs.			NEW	x	NEW	NEW

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Project Management - These questions test for the primary project management knowledge areas across all phases of the project management life cycle. The major project management knowledge areas are: Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Human Resources Management, Communications Management, Risk Management, and Procurement Management. The phases of the project management life cycle are: Origination, Initiation, Planning, Execution and Control, and Closeout. These questions may also include activity definition and sequencing, cost estimating and tracking, schedule tracking, change control, stakeholder identification and management, quality planning, communications planning, risk identification, and risk monitoring.				x	x	x
Administrative supervision - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.				x	x	x
Preparing reports and official documents - These questions test for the ability to prepare reports and other official documents for use within and among governmental agencies, in legal or regulatory settings, or for dissemination to the public. Some questions test for a knowledge of grammar, usage, punctuation, and sentence structure. Others test for the ability to present information clearly and accurately, to use the proper tone, and to organize paragraphs logically and comprehensibly.					removed	removed
Strategic planning, fiscal analysis, management of budgets and contracts - These questions test for the ability to organize and develop long range information technology plans that align the IT organization with the agency mission and the strategic goals and initiatives of key program management leaders of an agency. Knowledge of the agency's budget process, managing the fiscal and vendor relationship aspects of contracts and state procurement guidelines are key knowledge areas. Questions will cover such things as assigning relative priorities to budget items; determining the consequences of funding at lower levels than requested; writing budget proposals and justifications; controlling expenditures and managing contracts and vendors. Also included are: negotiating work plans and budgets; monitoring and tracking contract completion; reviewing and approving contract payments; managing grants; preparing RFPs (Request for Proposal) and RFIs (Request for Information); and evaluating proposals and applications.						x