PA-TSA COMPUTER SYSTEMS TROUBLESHOOTING
High School
Last Revised: March 2008

I. Overview

Participants complete a written examination covering personal computer technology for the entry-level computer service technician. The teams with top ten average scores on the written test qualify for a hands-on component in which teams perform some PC system assembly, isolate hardware and software faults, and deal with customer service issues.

II. Purpose

A. Demonstrate the ability in solving technical challenges related to PC operating systems, customer service, and troubleshooting faults in a "real-world" environment.

III. Eligibility

A. Entries are limited to two teams of two members per chapter.

IV. Time Limits

A. Forty-five (45) minutes are allowed for the written test.
B. Two (2) hours are allowed for completing the computer construction tasks, for identifying the PC component faults, and for solving issues related to a customer service call.

V. Attire

A. Casual dress as described in Competitive Events Attire is the minimum requirement.

VI. Procedure

A. Participants report to the test area at the time and place stated in the conference program.
B. All team members individually take the written test.
C. The average test score for each participating team is used to determine the ten (10) finalist teams that advance to the hands-on troubleshooting portion of the event. A finalist list is posted in random order.
D. Finalist teams report to the event area at the time and place stated in the

conference program.
- E. Each team is assigned one of the work stations.
- F. A logbook with numbered sections that coincide with the hands-on tasks is provided to each team. Logbooks are identified by each team's conference identification number only.
- G. At the signal to begin, teams open and read the instruction folder. With guidance from event personnel, teams have two (2) hours to detect the problems and to briefly describe them in the log.
- H. Each team selects one member to undergo a customer support and service evaluation.
- I. When time is called, the instruction folders are collected and evaluated.

VII. Regulations

- A. The on-site portion of this event is accomplished on PC-based computers. A variety of manufacturers, components, and software may be represented.
- B. Each team works independently without assistance.
- C. Participants are not permitted to leave the event area without permissions from the event coordinator.
- D. Scores for each task range from zero (0) for not having identified the problem to ten (10) for having accurately found and briefly described the appropriate solution in the log.

VIII. Evaluation

- A. The team's average test score is used to determine the top ten (10) finalists and as a tie-breaker in determining rank.
- B. Results of the troubleshooting portion are based on the log completed by each team.

PA-COMPUTER SYSTEMS TROUBLESHOOTING
OFFICIAL RATING FORM

TEAM ID										
Written Test Total										
Finalists										
Construction										
Task 1 .... 10 points										
Task 2 .... 10 points										
Task 3 .... 10 points										
Task 4 .... 10 points										
Task 5 .... 10 points										
Troubleshooting										
Fault 1........................... 10 points										
Fault 2........................... 10 points										
Fault 3........................... 10 points										
Fault 4........................... 10 points										
Fault 5........................... 10 points										
SUBTOTAL ....100 points										
RULES VIOLATION ....–20 points										
TOTAL ....100 points										
RANK										

I certify these results to be true and accurate to the best of my knowledge and ability.

Evaluator's Signature _____