

## Appendix A: CTS Exam Content Outline

The CTS exam specifications were developed by combining the importance, criticality, and frequency data obtained from the Job Task Analysis study conducted in 2012. The resulting data were converted to percentages and the percentages were used to determine the number of questions related to each domain and task that should appear on the multiple-choice CTS examination. The test specifications in the table below list how many questions are included in each Domain and Task and the percentage of the test included in each domain. The Job Task Analysis Final Report can be downloaded at [www.infocomm.org/cts](http://www.infocomm.org/cts) under "CTS Resources".

Domains/Tasks	% of Exam	# of Items
<b>Domain A: Creating AV Solutions</b>	<b>61%</b>	<b>61</b>
Task 1: Conduct site survey	6%	6
Task 2: Gather customer information	6%	6
Task 3: Evaluate site environment (acoustics, lighting, seating, finishing, etc.)	6%	6
Task 4: Maintain awareness of changes to the site environment (acoustics, lighting, seating, finishing, etc.)	6%	6
Task 5: Develop a functional AV scope	8%	8
Task 6: Design AV solutions	12%	12
Task 7: Sell AV solutions	5%	5
Task 8: Conduct vendor selection process	4%	4
Task 9: Provide AV solutions	8%	8
<b>Domain B: Operating AV Solutions</b>	<b>16%</b>	<b>16</b>
Task 1: Operate AV solutions	6%	6
Task 2: Conduct maintenance activities	5%	5
Task 3: Manage AV solutions/operations	5%	5
<b>Domain C: Conducting AV Management Activities</b>	<b>11%</b>	<b>11</b>
Task 1: Project Manage AV projects	5%	5
Task 2: Perform AV Finance and Job Costing Activities	6%	6
<b>Domain D: Servicing AV Solutions</b>	<b>12%</b>	<b>12</b>
Task 1: Troubleshoot AV solutions	7%	7
Task 2: Repair AV solutions	5%	5
<b>Total</b>	<b>100%</b>	<b>100</b>