

# CTS<sup>®</sup>

# Expect an Expert



A **Certified Technology Specialist (CTS<sup>®</sup>)** performs general technology solution tasks by creating, providing, operating and servicing network-based AV solutions, while conducting AV management activities which provide for the best audiovisual resolutions of the client's needs, both on time and within budget.

### CTS Exam Content

Duties and Tasks	% of Exam
<b>A Creating AV Solutions</b>	<b>47%</b>
1 Gather Customer Information	10%
2 Conduct Initial Site Survey	9%
3 Evaluate Site Environment (acoustics, lighting, seating, finishing, etc.)	9%
4 Develop an AV Project Scope	9%
5 Design AV Solutions	10%
<b>B Implementing AV Solutions</b>	<b>27%</b>
1 Integrate AV Solutions	10%
2 Operate AV Solutions	9%
3 Manage AV Projects	8%
<b>C Servicing AV Solutions</b>	<b>26%</b>
1 Maintain AV Operations	8%
2 Conduct Maintenance Activities	8%
3 Troubleshoot and Repair AV Solutions	10%
<b>Total</b>	<b>100%</b>



A **Certified Technology Specialist-Design (CTS<sup>®</sup>-D)** is an AV systems designer who assesses clients' needs, designs systems, and collaborates with other professionals to implement solutions that satisfy clients' requirements. A minimum of two years' industry experience accompanies the theoretical and practical competencies.

### CTS-D Exam Content

Duties and Tasks	% of Exam
<b>A Conducting a Needs Assessment</b>	<b>16.8%</b>
1 Identify Decision-makers and Stakeholders	1.6%
2 Identify Skill Level of End Users	2.4%
3 Educate AV Clients	1.6%
4 Review Client Technology Master Plan	3.2%
5 Identify Client Expectations	4.0%
6 Identify Scope of Work	4.0%
<b>B Coordinating with Other Professionals to Develop Project Documentation</b>	<b>23.2%</b>
1 Review A/E Architectural and Engineering Drawings	4.0%
2 Coordinate with Architectural/Interior Design Professionals	4.0%
3 Coordinate with Mechanical Professionals	1.6%
4 Coordinate with Structural Professionals	1.6%
5 Coordinate with Electrical Professionals	3.2%
6 Coordinate with Lighting Professionals	2.4%
7 Coordinate with IT and Network Security Professionals	4.0%
8 Coordinate with Acoustical Professionals	1.6%
9 Coordinate with Life Safety and Security Professionals	0.8%
<b>C Developing AV Designs</b>	<b>48.0%</b>
1 Create Draft AV Design	10.4%
2 Confirm Site Conditions	8.0%
3 Produce AV Infrastructure Drawings	12.0%
4 Produce AV System Drawings	12.0%
5 Finalize Project Documentation	5.6%
<b>D Conducting Project Implementation Activities</b>	<b>12.0%</b>
1 Participate in Project Implementation Communication	3.2%
2 Conduct System Performance Verifications	5.6%
3 Conduct Project Closeout Activities	3.2%
<b>Total</b>	<b>100%</b>



A **Certified Technology Specialist-Installation (CTS<sup>®</sup>-I)** uses management techniques to conduct pre-installation activities and site rough-in, install AV systems, perform system close-outs, and conduct ongoing project responsibilities to provide the best AV solutions for clients' needs, on time and within budget. A minimum of two years' industry experience accompanies the theoretical and practical competencies.

### CTS-I Exam Content

Duties and Tasks	% of Exam
<b>A Conducting Pre-Installation Activities</b>	<b>20%</b>
1 Review AV Project Documentation	4%
2 Conduct Technical Site Survey	4%
3 Plan for AV Installation	4%
4 Evaluate Overall Facility Readiness	4%
5 Conduct On-Site Preparations for Installation	4%
<b>B Coordinating Site Rough-in/First-Fix</b>	<b>10%</b>
1 Deinstallation of Existing Equipment and Cabling	2%
2 Mount Substructure	4%
3 Pull Cable	4%
<b>C Installing AV Systems</b>	<b>38%</b>
1 Assemble AV Rack	4%
2 Wire the AV Equipment Rack	5%
3 Distribute AV Equipment	4%
4 Mount AV Equipment	4%
5 Terminate Cables	5%
6 Configure Network Properties of Equipment	4%
7 Load Configuration and Control Programs	4%
8 Test the AV System	4%
9 Calibrate the AV System	4%
<b>D Perform Systems Close out</b>	<b>11%</b>
1 Demonstrate to Client or Client's Representative that System Performs to Specifications	4%
2 Provide Training on System Operation	4%
3 Obtain Project Completion Sign Off From Client or Client's Representative	3%
<b>E Conducting Ongoing Project Responsibilities</b>	<b>21%</b>
1 Complete Progress Reports	3%
2 Coordinate with Other Contractors	4%
3 Address Needed Field Modifications	4%
4 Repair AV Systems	3%
5 Maintain AV Systems	3%
6 Maintain Tools and Equipment	4%
<b>Total</b>	<b>100%</b>



Learn more about eligibility, the exam application process and how to renew your credential at [avixa.org/certification](https://avixa.org/certification). Contact us for personalized guidance.

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Please note: Certification is not a guarantee for performance by certified individuals. Certified Technology Specialists (CTS) at all levels of certification have demonstrated audiovisual knowledge and/or skills. Certified individuals adhere to the CTS Code of Ethics and Conduct and maintain their status through continued education. Certification demonstrates commitment to professional growth in the audiovisual industry and is strongly supported by AVIXA.

All eligibility, application, score reports, special accommodation requests, and general inquiries regarding AVIXA certification will be handled through the AVIXA Certification Office, with headquarters located in Fairfax, VA, USA. Purchases of education, membership, or any other AVIXA services are not required to seek certification. Exam content outlines are effective as of September 2018.



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