
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple choice examination for the **Data Processing Supervisor I & II** jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. DATA PROCESSING CONCEPTS**(24 Questions)**

Employees in this job must have knowledge of the basic concepts related to the conversion of data into information using computer hardware and software and the logical organization of information to facilitate its storage, retrieval and manipulation. Test question topics include:

- Basic computer and data processing terminology;
- File structures;
- Data hierarchy;
- Magnetic tape reels/drives;
- Input/output controls.

II. COMPUTER ERROR RESOLUTION**(10 Questions)**

The questions presented in this section will assess your ability to read manuals and apply strategies to resolve computer errors. Scenarios are presented which typically occur at any computer installation. You are to select the best course of action to resolve the situation described in the scenario. Test question topics include:

- Appropriate steps to take when computer operation problems occur;
- Prioritizing tasks to successfully and efficiently accomplish work objectives;
- Control console display concepts.

III. REPORTS**(14 Questions)**

Employees in this job must be able to compile work activity data and complete structured report forms. The first set of questions tests your knowledge of structured report forms. The second set of questions requires you to read a letter and complete a Job Order Form based on information provided in this letter. Test question topics include:

- Preparing formatted reports;
- Proper completion of report forms.

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IV. SUPERVISION

(14 Questions)

A critical part of this job involves assigning, monitoring, and reviewing work performed by subordinate staff. This job also entails training lower level staff in work procedures and processes. Emphasis is placed on commonly accepted supervisory practices. Several questions present realistic supervisory scenarios and ask that you select the best course of action to take to resolve the problem. Test question topics include:

- New employee training;
- Monitoring and reviewing subordinates' work;
- Planning/scheduling and prioritizing work assignments.