
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the Public Service Administrator - Option 3N: Wide Area Networks (WAN) job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. WAN Routing Protocols (24 Questions)

Employees in this job must have knowledge of various wide-area network protocols and associated methodologies that are implemented, utilized and maintained within the statewide wide-area network on a regular basis. Specific test question topics include:

- Data communication techniques;
- BGP protocol behavior;
- Routing protocol characteristics;
- Dynamic routing protocols;
- Load balancing configuration.

II. Telecommunications (12 Questions)

This job requires employees to possess knowledge of telecommunications circuit speeds, telecommunications hardware and interfaces. Employees must also be knowledgeable of telecommunications terminology commonly utilized on the statewide wide-area network. Specific test question topics include:

- Circuit speeds;
- Virtual circuit characteristics;
- Frame relay;
- Telecommunications hardware interfaces.

III. WAN Services (16 Questions)

Employees are expected to possess knowledge of network specific utilities, configuration and standards associated with implementing and maintaining various wide-area network services. Specific test question topics include:

- Queuing techniques;
- Network management;
- Video conferencing;
- Quality of service;
- DNS.

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IV. WAN Hardware Software

(12 Questions)

This job requires that employees be familiar with structure and navigation ability on commonly utilized statewide, wide-area network hardware and software platforms. Specific test question topics include:

- Cisco router configuration;
- IP protocols;
- Troubleshooting WAN hardware & software;
- Cisco IOS commands.

V. TCP/IP-OSI Model

(16 Questions)

Employees must be knowledgeable of the seven-layer OSI Model and associated components. Knowledge of specific TCP/IP addressing details is also critical. Specific test question topics include:

- Switching;
- Routing loops;
- IP subnet mask;
- IP protocol types;
- Boot system commands;
- Data transmission.