Appendix A: CTS Exam Content Outline

The AVIXA CTS job description as established by the Job Task Analysis is as follows:

A Certified Technology Specialist (CTS) performs general technology solution tasks by creating, operating and servicing 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.

The CTS exam specifications were developed by combining the importance, criticality, and frequency data obtained from the Job Task Analysis study conducted in 2017. 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.AVIXA.org/cts under "CTS Resources".

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

For a detailed breakdown of the knowledge and skills for each job task, please see the full Job Task Analysis available on the CTS Exam Resource page of AVIXA's website at www.AVIXA.org/cts