

Information Handout for
Hillsborough County Civil Service Board
Computer Operator
Senior Computer Operator

This handout has been developed to prepare applicants for taking the Hillsborough County Civil Service Board Computer Operator examination. The following pages contain general test preparation information as well as brief descriptions of the content area(s) of the test. Answers to sample questions are provided at the end of this handout.

NOTE: Taking and passing a typing and/or data entry performance test may be required before taking the multiple-choice written examination.

Hillsborough County Civil Service Board
Test Preparation Information
!!Please Read Before Testing!!

Notice: Taking and passing a drug test and a job-related physical examination may be required as conditions of initial employment and continued employment!

Notice: If you believe that you are a covered individual under the federal Americans with Disabilities Act (ADA) and would like to request accommodation in the application or testing process, please make your request in person, in writing, or by telephone to any member of our staff at (813) 272-5621.

Testing Location, Hours, and Telephone Number: Tests are administered at the Civil Service Office located at 601 E. Kennedy Blvd., on the 17th floor. Tests are administered during the following hours:

Written: Mon, Tue, Thu, Fri: 7:30 a.m. to 2:00 p.m.
Wed: 7:30 a.m. to 9:30 a.m.

Typing/Data Entry: Mon, Tue, Thu, Fri: 7:30 a.m. to 3:00 p.m.
Wed: 7:30 a.m. to 9:30 a.m.

Tests for all current job openings may be started at any time during open testing hours. Once started, testing may continue beyond open testing hours. No testing appointment is necessary. The telephone number for application and testing information is 272-5621.

YOU MUST BRING PHOTO IDENTIFICATION at the time you wish to be tested.

You should plan at least 3 hours for each examination. Ask our staff for the exact time allowed for your test(s).

PARKING: You may park at any of the metered spaces on the street or at any of the daily pay lots located throughout the downtown area, or the public parking garage adjacent to our building (entrance on Jackson Street).

YOU MAY NOT LEAVE TO PUT MONEY IN PARKING METERS. Once you begin an examination, if you leave for any reason, your examination is VOID and you may not retest for a minimum of two months.

TEST ROOM RULES: *Violation of these rules may result in you being disqualified.*

Calculators are not permitted for this test. No cell phone use of any kind.

Written material of any type is not permitted.

Chewing gum or other disturbing activities are not permitted.

Talking is not permitted. If you have a question during the test, exit the test room and ask the test monitor.

TEST TAKING TIPS

1. Know how long your test is. Ask in person or call our office (272-5621). This will help you plan and minimize problems.
2. Organize your schedule to allow for the test time plus one hour. The additional hour will allow for the time required to park your vehicle, walk to the Civil Service Office, and complete the application process. If you do not plan for this extra time, you may feel rushed and perform less than your best on your test.
3. Be well rested.
4. Do not take the test on an empty stomach.
5. Study the appropriate subject area for written tests and/or practice your skill for typing, data entry and shorthand performance tests.
6. Relax as much as possible. Many people find it difficult to relax prior to a test - a condition known as test anxiety. Even though it may be difficult for you to relax prior to being tested, research shows that it is worthwhile to at least try to relax.
7. Read all test instructions very carefully. This includes both sides of this handout as well as the instructions you will receive with your test.
8. Do not spend a great deal of time on a single test item. If you find yourself spending a great deal of time on a single item, a good strategy would be to skip that item, finish the remaining questions, and then return to the unanswered item.
9. There is no penalty for guessing. A good strategy would be not to leave any items blank, even if you do not know the answer.

The information below is provided to help you prepare for the written examination administered by the Hillsborough County Civil Service. Applicants must achieve a passing score in order to be certified by Civil Service and to continue with the selection process.

Sample
Answer
Column

Section I: Sequence Recognition

This section of the test consists of tasks that are carried out in sequence to accomplish a particular activity. You will be given a description of an activity, broken down into a series of steps. You are to examine the various steps in the activity and decide in what order to put them to form the correct sequence. Look at the example below.

123	456
134	465
213	625
231	645
not given	not given

Example 1: Fishing

1 Cast hook in lake.	2 Bait hook.	3 Watch for jerk on line.	4 Reel in line.	5 Clean fish.	6 Remove fish from hook.	Fry Fish
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The title tells you that this sequence is about fishing. The phrase at the very end shows how far the fishing sequence goes - which is to "fry fish." In what order should the numbered boxes be arranged to describe the steps in fishing?

The correct sequence would be as follows: (2) bait hook; (1) cast hook in lake; (3) watch for jerk on line; (4) reel in line; (6) remove fish from hook; and (5) clean fish - at the end of which would be "fry fish." The sequence is 2 1 3 4 6 5. To show the complete sequence, the box containing 213 in the first column of answers has been marked with an X and the box containing 465 in the second column of answers has also been marked with an X. If you do not find the sequence you have worked out among the answers given, you should mark the choice "Not given" for all or part of the sequence. Now work Example 2 below.

Example 2: A Workday

1 Get dressed.	2 Get out of bed.	3 Go to work.	4 Work all day.	5 Wake up.	6 Leave work.	Go Home And Rest
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Note that in the first column the box containing 5 2 1 has been marked with an X and in the second column the box containing "Not given" has been marked with an X, since 3 4 6, the correct answer for the remainder of the sequence, is not listed among the choices in this column. The correct sequence for a workday is as follows: (5) wake up; (2) get out of bed; (1) get dressed; (3) go to work; (4) work all day; (6) leave work; and, finally, go home and rest. Note how important it is to read through the entire set of steps to make sure you are getting them in the correct order. In this sequence you must go all the way to box 5 to find the step that should be placed first - "wake up." If you looked only at boxes 1, 2, and 3, you might make the mistake of choosing the sequence 2 1 3 as the first part of your answer. Work out the complete sequence for all six steps before you record your answer. Then locate the first part of your answer in the first column of boxes and the last part of your answer in the second column of boxes. Mark your choice in each column with an X.

Sample
Answer
Column

123	364
213	456
346	465
521	521
not given	not given

Section II: Format Checking

In this section of the test you will be given a series of letters, numbers, and punctuation marks called a format. This format can be changed to other alternate formats if certain rules are followed. Look at the sample below. On the left side the format is given along with a specific rule. On the right side are the alternate formats; some are correct and some are not. Your task is to determine if the alternate formats given have followed the general rules and the specific rule(s).

Sample Answers

1.

yes
no

 2.

yes
no
3.

yes
no

Example 3:

Format: WnnXX,

1. V28AB 2. W30FF,

Specific Rule(s): W is constant

3. W937C,K

These general rules apply to all formats:

1. Capital letters are to be replaced with capital letters.
2. Small letters are to be replaced with numbers.
3. All punctuation marks are to be kept in the exact positions shown.
4. 0 is always the number zero, never the letter o.

In addition to these general rules, a format may have one or more specific rules that apply to it. For example, a specific rule that applies to the same format above is that “W is constant,” meaning it cannot be replaced with another letter. DO NOT carry over specific rules from one format to another or make up any that are not stated.

Look at the three alternate formats in Example 3 above and work them out for yourself. You are to check each of the alternate formats to see whether both the general rules and the specific rules have been followed exactly. If the format and rules have been followed, you should choose the “Yes” choice beside the exercise number in the sample answer column above. If they have not been followed, you are to choose the “No” choice. Compare your choices to the answers marked in the sample answer column.

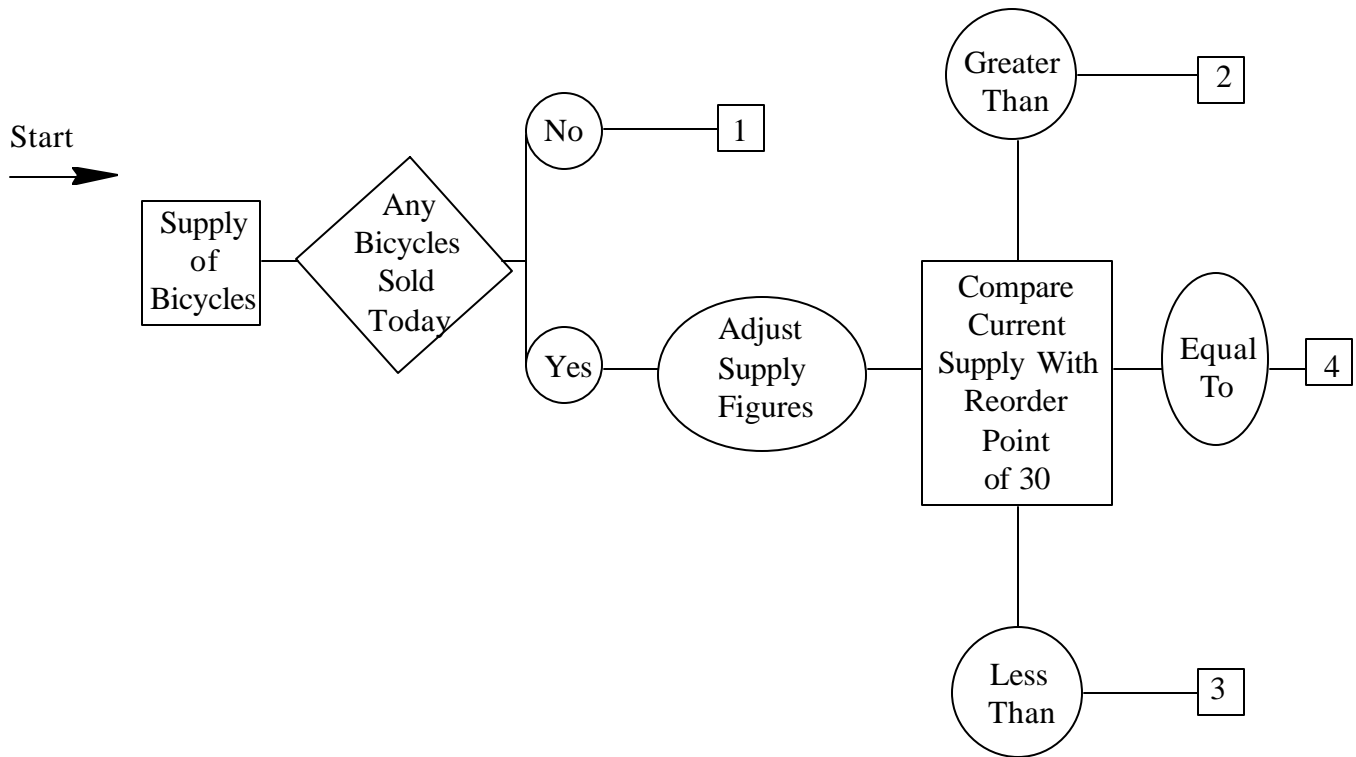
Explanation:

For the first problem you should have chosen “No.” The first letter should have been W because the specific rule states that W is constant, meaning that it cannot be changed. Also, the final comma was left off and general rule number 3 states that all punctuation marks must be kept.

For problem 2 you should have chosen “Yes.” All the rules have been followed. Note that you can use the letter F twice, since there is no specific rule saying that you cannot use the same letter more than once in this format. Note also that 0 is a number and not a letter (see general rule 4) and therefore can replace “n” (see general rule 2).

For problem 3 you should have chosen “No,” because the placement of numbers and letters is not the same as that shown in the original format. There should be only two numbers replacing the two small letters (see general rule 2). Also, the format has only five positions defined, and the alternate format uses six positions.

In the test you will work with one format and its rules at a time. For each format you will have six alternate formats that you are to check individually as correct or incorrect. Be sure to mark X in the “Yes” or the “No” choice beside the proper number on your answer sheet.



Section III: Logical Thinking

This section of the test measures your logical thinking ability. In this section there is a series of problem descriptions, each accompanied by a flowchart showing how the problem is solved. Though you may not be familiar with charts like these, after you have studied one you will see that its organization is a lot like the step-by-step thought processes you go through when you are trying to figure out something.

Read the sample problem on the next page. The problem description tells you what rules or conditions apply to the solution of the problem. Now study the flowchart to see how it illustrates the process of logical thinking used to solve the problem.

Note the numbered boxes scattered throughout the flowchart. Note further that in the sample question section the box numbers appear again, each accompanied by five alternative statements. Your task, after reading the problem and studying the flowchart, is to decide when one of the alternative statements is the logically correct answer for each numbered box in the flowchart. In the sample problem the question for each numbered box is “What action should the dealer take?”

In the flowchart, if you follow the paths from the word Start all the way to box 1, you will see the question “Any bicycles sold today?” and find the answer to be no. In considering which of the five statements to choose for box 1, you have the information that no bicycles have been sold today, and you can reason logically that the dealer’s supply must be the same as it was yesterday. If the dealer was short of bicycles yesterday, he would have had to reorder yesterday. So logically you consider that no action is needed today. Now look at the alternative statements for box 1. “No action needed” is labeled “B,” so the B choice has been marked in the sample answer column.

To get to box 2, you must trace a new path through the flowchart. To the question “Any bicycles sold today?” you find the answer is yes. You would reason that if some bicycles were sold today, the supply must be lower. You do not know how low the supply has become until you “adjust supply figures” for the bicycles sold today, as called for in the flowchart. Continuing on the path toward box 2, you “compare current supply with reorder point of 30” and find that the dealer’s current supply remains “greater than” 30. For box 2, therefore, the correct statement is again B, “No action needed,” and the B choice has been marked in the sample answer column opposite box 2.

Now follow the path to box 3. Note that the result of comparing current supply with 30 is to find that the current supply has become less than 30. Look at the alternatives for box 3. To be logically correct you should choose D, “Send in rush reorder,” since that is the rule given you to use when the supply goes below 30.

Now select the correct statement for box 4. For box 4 you should have chosen C, “Send in normal reorder,” since the path to box 4 tells you that the current supply is equal to 30.

Sample Problem

A bicycle dealer tries to keep enough new bicycles on hand to meet expected sales. He has set a reorder point of 30. When he has more than 30 bicycles, he does not reorder. When he has exactly 30 bicycles, he sends in a normal reorder. Only when he has fewer than 30 bicycles does he send in a rush reorder. At the end of each day the dealer decides whether he must reorder, on the basis of how many bicycles were sold during the day.

Sample question: In each numbered box, what action should the dealer take?

Sample Answer Column

- Box 1: A. Adjust supply figures.
 B. No action is needed.
 C. Send in normal reorder.
 D. Send in rush reorder.
 E. Reorder needs cannot be determined.

- A**
B
C
D
E

- Box 2: A. Adjust supply figures.
 B. No action is needed.
 C. Send in normal reorder.
 D. Send in rush reorder.
 E. Reorder needs cannot be determined.

- A**
B
C
D
E

- Box 3: A. Adjust supply figures.
 B. No action is needed.
 C. Send in normal reorder.
 D. Send in rush reorder.
 E. Reorder needs cannot be determined.

- A**
B
C
D
E

- Box 4: A. Adjust supply figures.
 B. No action is needed.
 C. Send in normal reorder.
 D. Send in rush reorder.
 E. Reorder needs cannot be determined.

- A**
B
C
D
E