Study Guide
for
Office Assistant 1
Document Services

Test No. 2717

Performance Assessment Services
Southern California Edison

Introduction

The Office Assistant 1 – Document Services Test is a job knowledge test designed to cover the major knowledge areas necessary to perform the job. This Guide contains strategies to use for taking tests and a study outline, which includes knowledge categories, major job activities, and study references.

Test Scheduling

Employees who apply for positions, bids, and transfers requiring testing before March 9, 2009, will be scheduled for testing by their Supervisor through Human Resources. For those who apply after March 9, 2009, both the employee and their Supervisor will be notified of a scheduled test date by Human Resources. Test times and dates for positions requiring testing will be specified in the bid/transfer/requisition/job posting. Employees should be prepared to test on the specified dates. Only employees who apply for positions requiring testing, and who meet basic qualifications, will be invited to test. Applicants will be scheduled through the recruiter. If you have any questions, please call 626-302-9830.

Test Session

It is important that you follow the directions of the Test Administrator *exactly*. If you have any questions about the testing session, be sure to ask the Test Administrator before the testing begins. During testing, you may not leave the room, talk, smoke, eat, or drink. Since some tests take several hours, you should consider these factors before the test begins.

All questions on this test are multiple-choice with four possible answers. Prior to March 9, 2009, your answers to the questions are indicated by filling in a circle on an answer sheet with a special mark-sense pencil. For your answers to be read accurately by the scanner, you must fill in the circles completely and erase completely any answer you wish to change. After March 9, 2009 you will take the exam on a computer. For more information on this, please see the next section of this study guide, Computer Based Testing.

The test has a three (3) hour time limit and no aids are allowed when taking this test.

You will receive a Test Comment form so that you can make comments about test questions. Write any comments you have and turn it in with your test when you are done.

Study Guide Feedback

At the end of this Guide you have been provided with a Study Guide Feedback page. If a procedure or policy has changed, making any part of this study guide incorrect, your feedback would be appreciated so that corrections can be made.

Computer Based Testing
Effective March 9, 2009, all knowledge tests will be administered on the computer. This information will help prepare you for a knowledge test taken on or after March 9, 2009.

Taking an SCE knowledge test on the computer is simple. You do not need any computer experience or typing skills. You will only use the keyboard to enter your candidate ID and password. You'll answer all questions by pressing a single button on the mouse.

Log in Screen
You will be seated at a testing station. When you are seated, the computer will prompt you to enter the candidate ID and password you received in your invitation e-mail. You **MUST** have your candidate ID and password or you will be unable to take the test. Once you have confirmed your identity by entering this information, you will see a list of tests available to you.
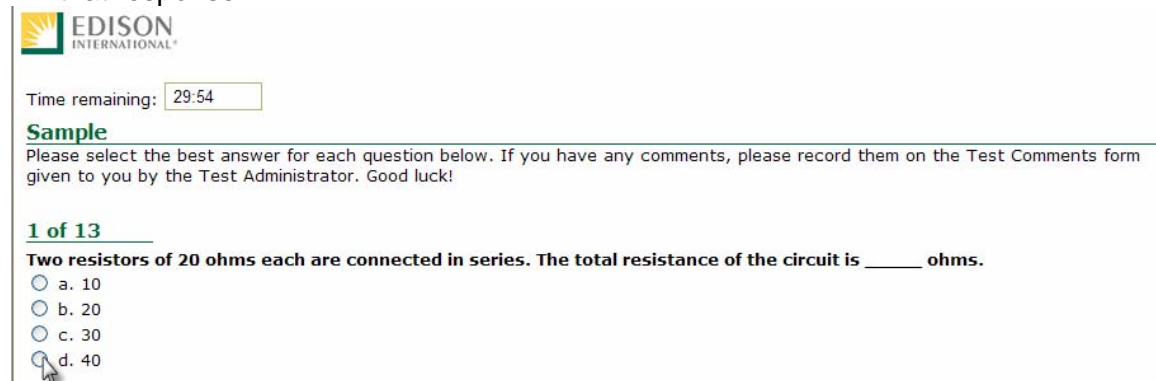
Sample/Tutorial
Before you start your actual test, a Sample/Tutorial Test is provided to help you become familiar with the computer and the mouse. From the list of exams that appear when you complete the log in, you will select Sample/Tutorial. You will have up to 10 minutes to take the Sample/Tutorial Test. The time you spend on this Sample Test DOES NOT count toward your examination time. Sample questions are included so that you may practice answering questions. In the Sample/Tutorial Test, you will get feedback on your answers. You will not receive feedback on your actual test.

Example
During the test, to answer each question, you should move the mouse pointer over the circle (radio button) next to the answer of your choice, and click the left mouse button. The amount of time you have remaining to take the test will always be shown in the top left corner of the screen. A sample is show below:
1. When you begin the test, you can see the total time allowed for completion displayed at the top of the screen. You can scroll up to see that information at any time during the test.
2. In order to answer each question, first read the question and determine the response that best answers the question. Put the mouse pointer directly over the circle corresponding to that response.

3. While the pointer is over the circle corresponding to the best answer, click the left mouse button.

Click the left button when the pointer icon is over your answer choice.

4. The answer you selected should now have a green dot in the circle. If you need to select an alternate answer, simply move the pointer over that circle, and click again.

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Time remaining: 28:59

Sample

Please select the best answer for each question below. If you have any comments, please record them on the Test Comments form given to you by the Test Administrator. Good luck!

1 of 13

Two resistors of 20 ohms each are connected in series. The total resistance of the circuit is _____ ohms.

○ a. 10
○ b. 20
○ c. 30
◉ d. 40

5. You can change your answers at any time during the test until the time runs out, or you click the "Submit" button.

Submit
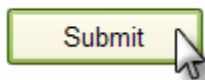
Test Taking Strategies

Introduction

The Office Assistant 1 – Document Services Test contains multiple-choice questions. The purpose of this section is to help you to identify some special features of a multiple-choice test and to suggest techniques for you to use when taking one.

Your emotional and physical state during the test may determine whether you are prepared to do your best. The following list provides common sense techniques you can use before the test begins.

Technique	**Remarks**
Be confident	• If you feel confident about passing the test, you may lessen your anxiety.
	• Think of the test as a way of demonstrating how much you know, the skills you can apply, the problems you can solve, and your good judgment capabilities.
Be punctual	• Arrive early enough to feel relaxed and comfortable before the test begins.
Concentrate	• Try to block out all distractions and concentrate only on the test. You will not only finish faster but you will reduce your chances of making careless mistakes.
	• If possible, select a seat away from others who might be distracting.
	• If lighting in the room is poor, sit under a light fixture.
	• If the test room becomes noisy or there are other distractions or irregularities, mention them to the Test Administrator *immediately*.
Budget your time	• Pace yourself carefully to ensure that you will have enough time to complete all items and review your answers.

Read critically	• Read all directions and questions carefully.
	• Even though the first or second answer choice looks good, be sure to read all the choices before selecting your answer.
	• Choose the BEST of the available answers!
Make educated guesses	• Make an educated guess if you do not know the answer or if you are unsure of it.
Changing answers	• If you need to change an answer, be sure to erase your previous answer completely. On the computer, be sure that the new answer is selected instead of the old one.
Return to difficult questions	• If particular questions seem difficult to understand, make a note of them, continue with the test and return to them later.
Double-check mathematical calculations	• Use scratch paper to double check your mathematical calculations.
Review	• If time permits, review your answers.
	• Do the questions you skipped previously.
	• Make sure each answer bubble is *completely* filled in. Erase any stray marks on your answer sheet. When testing on the computer, make sure each question has a green dot next to the correct answer.

Remember, the techniques described in this section are only suggestions. You should follow the test taking methods that work best for you.

Additional strategies and test taking information can be obtained by purchasing the following book:

Test-Taking Strategies (2004); J. Kesselman-Turkel & F. Peterson

Job Knowledge Categories

A. Document Services Computer Operations
Includes knowledge of Document Services data entry procedures and codes, keyboard functions, computer systems, and hardware used for processing, retrieving, verifying, updating, researching, and investigating documents, drawings, records, procedures, etc. Knowledge of Document Services guidelines and procedures used to locate, file, print, and distribute documents, drawings, records, copies, etc. using computer software and/or hardware. Knowledge of how to operate and perform general maintenance (e.g., refilling paper, toner/ink, etc.) on copy machines, scanners, plotters (film and hard copy), and/or other standard office equipment as needed. Knowledge of how to verify documents/drawings, records, etc. for legibility, quality, page count, etc. before processing and reproducing items. Below is a list of the specific computer systems and hardware used in Document Services.

- NDMS
- NDMSLITE
- MIS
- eDDIE
- MOSAIC
- DDS
- Scanners
- Copiers
- Plotters (film and hard copy)

B. Document Services Retrieval, Filing, and Auditing
Includes knowledge of Document Services desk instructions and procedures used for investigating and researching specific information on drawings, documents, and records. Knowledge of how to research current revision and change information on documents, and locate reference information for retrieval purposes. Knowledge of how to file, sort, and/or locate documents/drawings, procedures, records, etc. in accordance with alpha and alphanumeric filing procedures. Knowledge of how to update and remove information from controlled and reference file locations, and conduct audits of the same.

C. Guidelines and Procedures for Document Services and User Organizations
Includes knowledge of Document Services guidelines, procedures, and other user organizations procedures to prepare and process drawings, documents, records, and procedures. Knowledge of how to process drawings, documents, records, and procedures, including identifying information for entry on NDMS and verifying items for completeness, accuracy (e.g., pagination, quality of reproductions, etc.), and approvals.

D. Leadership, Interpersonal, and Instructional Skills
Knowledge of information gathering techniques and sources to provide oral and written direction/instruction or training to Office Assistant 2s and/or other internal customers on how to complete forms, processes, and/or assignments (projects and tasks). Knowledge of how to prioritize work, projects, or tasks in order to meet deadlines and monitor the workload, progress, and training needs of Office Assistant 2s. Knowledge and ability to conduct training for Office Assistant 2s or others as directed by supervision. Knowledge of organizational policies, procedures, and practices in order to author (i.e., create) desk instructions, solve task or work related problems, arrange and schedule desk coverage for Office Assistant 2s, and assist internal customers. Knowledge of the type and location of information contained in intranet, databases, and/or other sources used to communicate with and assist internal customers. Knowledge of how, and ability to, collaborate with others in order to complete projects, build relationships with people and/or departments, cooperate, manage, and resolve problems/conflict with others, and demonstrate interpersonal skills (i.e., tact, diplomacy, etc.) at all times when interacting with others.

Study References

Below is a combined list of the study references for the major knowledge categories and material contained on the test. All study reference materials can be obtained via NDMS and/or the supervisors in Document Services.

SO123-VI-2	Record Retention Assessments and Record Preparation/Transmittal to Corporate Documentation Management (CDM) - SONGS
SO123-VI-6	Distribution Matrix for Documents/Drawings Distributed by Corporate Documentation Management (CDM) SONGS
SO123-VI-28	Corporate Documentation Management (CDM) Drawing Control Review - Controlled Document Processes
SO123-VI-28.1	Corporate Documentation Management (CDM) Documentation Control Quality Assurance Record Processes
SO123-VI-28.2	Corporate Document Management Revision Controlled Documents Imaging Processes
SO123-VI-28.3	Drawing File Maintenance and Use
SO123-VI-29	Corporate Documentation Management (CDM) Documentation Control Quality Assurance Record Processes
SO123-VI-30	Corporate Documentation Management (CDM) Reprographics Procedure
SO123-VI-32	Record/Document Storage at Corporate Documentation Management (CDM) SONGS
SO123-XV-9	Requirements for Access and Protection of Safeguard Information
SO123-XXIV-7.15	Preparation and Verification of Design Calculations
SO123-XXIV-8.7	Design Drawing and Development and Change Notice Incorporation
SO123-RE-1	Record and Revision-Controlled Document Control Program

Study References *continued*

26-89-1 form   SONGS Drawing/Document Transmittal and Release

D-009   Formality and Attention to Detail

CDM Work Instructions

CDS Index File Codes

CDM Distribution Matrix

NDMS On-Line User's Manual

Document Processing Agreements

Record Processing Agreements

TQAM

ANSI - N45.2.9, 1974

ESM: 01.001.001   Behavior in the Workplace: Codes of Conduct

Sample Questions

1. **The RPA for a record set has an Access Code of 00 (General Access). One of the records being processed has employee social security numbers. What is the correct action to take?**

    a.   Follow the RPA and index the records with Access Code 00

    b.   Index the record with Access Code 02 (Employee Confidential)

    c.   Contact the record owner for further direction

    d.   Contact Supervision for further direction

2. **Upon arriving at Units 2/3 Control Rooms to update a RUSH drawing, the updater is denied access to the Control Rooms. What is the correct course of action to take?**

    a.   Wait outside the Control Rooms until the location becomes available.

    b.   Bring the RUSH drawing back to the CDM Center and place in the updating cube for the next opportunity to update.

    c.   Contact Supervision for direction.

    d.   Leave the drawing with the Control Room Operator to update when the file is available.

3. **How frequently are the CDM Controlled Files audited?**

    a.   Quarterly

    b.   Annually

    c.   Biannually

    d.   Biennially

4. Which of the following is the correct DCN number for legacy documents in Records?

      a.   DCN 1

      b.   K880411S1234

      c.   041000221-5

      d.   S023-405-7-203

Answers

The following are answers to the sample questions on the previous pages.

1. **B**

2. **C**

3. **C**

4. **B**

Study Guide Feedback

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

Performance Assessment Services
GO4, Ground Floor
8631 Rush St.
Rosemead, CA 91770

Test Name: **Office Assistant 1 – Document Services**   Test No: **2717**

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