

CTS®

Tested. Trusted.

“CTS professionals understand drawing details, before they reach the site, leaving only unexpected site conditions to deal with upon arrival. Efficient installations save time and money for everyone.”

Mary Meeker, Owner, MMDI Inc.

Definition

A **Certified Technology Specialist (CTS®)** performs general technology solution tasks by creating, providing, operating and servicing network-based 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.

Eligibility

- Agree to abide by the CTS Code of Ethics and Conduct, pledging truth, accuracy, and a commitment to excellence in all aspects of the profession



Exam Content Outline

CTS Exam Content

Domains/Tasks	% of Exam
Domain A: Creating AV Solutions	61%
Task 1: Conduct site survey	6%
Task 2: Gather customer information	6%
Task 3: Evaluate site environment (acoustics, lighting, seating, finishing, etc.)	6%
Task 4: Maintain awareness of changes to the site environment (acoustics, lighting, seating, finishing, etc.)	6%
Task 5: Develop a functional AV scope	8%
Task 6: Design AV solutions	12%
Task 7: Sell AV solutions	5%
Task 8: Conduct vendor selection process	4%
Task 9: Provide AV solutions	8%
Domain B: Operating AV Solutions	16%
Task 1: Operate AV solutions	6%
Task 2: Conduct maintenance activities	5%
Task 3: Manage AV solutions/operations	5%
Domain C: Conducting AV Management Activities	11%
Task 1: Project manage AV projects	5%
Task 2: Perform AV finance and job costing activities	6%
Domain D: Servicing AV Solutions	12%
Task 1: Troubleshoot AV solutions	7%
Task 2: Repair AV solutions	5%
	100%

“I have always felt our industry has been missing a real academic benchmark and I am now sold on CTS being the one to support and promote. Compared to other certifications, CTS demonstrates actual ability in the field.”

Aaron Rudden, CTS-D, CTS-I,
Director of Technical Sales, Caribbean AV

CTS-D

A **Certified Technology Specialist-Design (CTS®-D)** is an AV systems designer who assesses clients' needs, designs systems, and collaborates with other professionals to implement solutions that satisfy clients' requirements. A minimum of two years' industry experience accompanies the theoretical and practical competencies.

- Be currently certified as a CTS technician
- Maintain credential in good standing with InfoComm International®
- Have a minimum of two years' audiovisual design experience
- Agree to abide by the CTS Code of Ethics and Conduct, pledging truth, accuracy, and a commitment to excellence in all aspects of the profession



CTS-D Exam Content

CTS-D Domains/Tasks	% of Exam
Domain A: Conducting a Needs Assessment	15.2%
Task 1: Identify stakeholders/decision makers	1.6%
Task 2: Identify skill level of end users	1.6%
Task 3: Educate the AV client	0.8%
Task 4: Review client technology master plan	1.6%
Task 5: Identify clients' procurement processes	0.8%
Task 6: Research clients' business process	0.8%
Task 7: Research clients' business environment	0.8%
Task 8: Define AV needs (absolutes)	2.4%
Task 9: Identify scope of work	2.4%
Task 10: Identify regulatory requirements and project certification goals	2.4%
Domain B: Collaborating With Other Professionals	25.6%
Task 1: Review A/E (architectural and engineering) drawings	4%
Task 2: Coordinate architectural/interior design criteria	3.2%
Task 3: Coordinate structural/mechanical criteria	3.2%
Task 4: Coordinate electrical criteria	3.2%
Task 5: Coordinate lighting criteria	3.2%
Task 6: Coordinate IT and network security criteria	4%
Task 7: Recommend acoustical criteria	2.4%
Task 8: Coordinate life safety and security criteria	2.4%
Domain C: Developing AV Designs	49.6%
Task 1: Create draft AV design	10.4%
Task 2: Confirm site conditions	8%
Task 3: Produce infrastructure drawings	10.4%
Task 4: Produce AV system documents	11.2%
Task 5: Produce AV build documentation	9.6%
Domain D: Conducting Project Implementation Activities	9.6%
Task 1: Participate in project implementation communication	2.4%
Task 2: Perform system verifications	4%
Task 3: Conduct system close out activities	3.2%
	100%

CTS-I

Certified Technology Specialist-Installation (CTS®-I) uses management techniques to conduct pre-installation activities and site rough-in, install AV systems, perform system close-outs, and conduct ongoing project responsibilities to provide the best AV solutions for clients' needs, on time and within budget. A minimum of two years' industry experience accompanies the theoretical and practical competencies.

- Be currently certified as a CTS technician
- Maintain credential in good standing with InfoComm International
- Have a minimum of two years' audiovisual industry experience
- Agree to abide by the CTS Code of Ethics and Conduct, pledging truth, accuracy, and a commitment to excellence in all aspects of the profession
- Complete the required “verification of experience” section on the application as indicated, in the following technical areas:
 - termination
 - projector setup and installation
 - mounting equipment
 - rack build
 - audio setup and EQ
 - customer service relations



CTS-I Exam Content

CTS-I Domains/Tasks	% of Exam
Domain A: Conducting Pre-Installation Activities	22%
Task 1: Review AV project documentation	4%
Task 2: Conduct technical site survey	4%
Task 3: Prepare for AV installation	4%
Task 4: Evaluate overall facility conditions	3%
Task 5: Maintain tools and equipment	3%
Task 6: Prepare site for installation	4%
Domain B: Conducting Site Rough-In/First-Fix	11%
Task 1: Deinstallation of existing equipment/cabling	3%
Task 2: Pull cable	4%
Task 3: Mount substructure	4%
Domain C: Installing Audiovisual Systems	37%
Task 1: Conduct off-site fabrication	3%
Task 2: Prepare AV rack	4%
Task 3: Wire AV equipment rack	4%
Task 4: Distribute AV equipment	3%
Task 5: Mount AV equipment	4%
Task 6: Terminate cables	4%
Task 7: Configure network attached components (ISDN, IP, POTS, etc.)	4%
Task 8: Load control programs	3%
Task 9: Test AV equipment	4%
Task 10: Calibrate AV equipment	4%
Domain D: Perform Systems Close Out	11%
Task 1: Demonstrate to client or client's representative that system performs to specifications	4%
Task 2: Obtain project completion sign-off from client or client's representative	3%
Task 3: Provide training on equipment operation	4%
Domain E: Conducting Ongoing Project Responsibilities	19%
Task 1: Perform site clean-up	3%
Task 2: Complete daily progress reports	3%
Task 3: Coordinate with other contractors	3%
Task 4: Conduct field engineering	4%
Task 5: Repair AV systems	3%
Task 6: Maintain AV systems	3%
	100%

Preparation

Step 1: Read the Candidate Handbook found at infocomm.org/certification.

Step 2: Self-assess your knowledge, skills, and abilities against those required for the exam.

Step 3: Use the resources listed at infocomm.org/certification to determine your training plan.

Renewal

Ongoing professional education is required to maintain the credentials at any level. A certification is valid for three years. Certified individuals must earn 30 renewal units (RUs) within each three-year period, remain in good standing, and abide by the CTS Code of Ethics and Conduct. For more information, visit infocomm.org/renewal.



Learn more about becoming a Certified Technology Specialist

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| infocomm.org/certification

| certification@infocomm.org

Please note: Certification is not a guarantee for performance by certified individuals. Certified Technology Specialists (CTSs) at all levels of certification have demonstrated audiovisual knowledge and/or skills. Certified individuals adhere to the CTS Code of Ethics and Conduct and maintain their status through continued education. Certification demonstrates commitment to professional growth in the audiovisual industry and is strongly supported by InfoComm.

All eligibility, application, score reports, special accommodation requests, and general inquiries regarding InfoComm certification will be handled through the InfoComm International Certification Office, with headquarters located in Fairfax, VA, USA. Purchases of education, membership, or any other InfoComm services are not required to seek certification. Exam content outlines are as of July 1, 2013.

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