

Member ID: _____

Time: _____

Rank: _____



Advanced Office Systems & Procedures (225)

REGIONAL 2025

MULTIPLE CHOICE

25 Questions (4 points each) _____ (100 points)

PRODUCTION

Job 1: Minutes _____ (100 points)

Job 2: Letter _____ (100 points)

Job 3: Itinerary _____ (100 points)

TOTAL POINTS _____ (*400 points*)

Test Time: 90 minutes

GENERAL GUIDELINES:

Failure to adhere to any of the following rules will result in disqualification:

1. Member must hand in this test booklet and all printouts if any. Failure to do so will result in disqualification.
2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

EXAM GUIDELINES:

1. Ensure this test booklet contains Jobs 1-3.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual*.
4. Your name or initials should *not* appear on any work you submit. Use your Member ID in any occasion you would normally key your reference initials.
5. In the lower **right**-hand corner of ALL work submitted (unless otherwise specified), key your Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be placed in numerical order.

PRODUCTION STANDARDS	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

Multiple Choice Questions 25 Questions (4 points each) *Directions:* Identify the letter of the choice that best completes the statement or answers the question.

1. What does ARMA stand for in the context of filing systems?
 - A. American Records Management Association
 - B. Active Records Management Archive
 - C. Annual Records Monitoring Agency
 - D. Archive Retrieval and Management Association
2. What is a key benefit of following ARMA rules in maintaining filing systems?
 - A. Making it harder to locate important records
 - B. Enhancing organization and efficiency in recordkeeping
 - C. Encouraging mismanagement of information
 - D. Creating obstacles for record retrieval
3. How does proper indexing contribute to effective filing systems according to ARMA guidelines?
 - A. It slows down the retrieval process
 - B. It provides a reference point for locating files quickly
 - C. It increases the risk of misplacing documents
 - D. It is not recommended in ARMA rules
4. How can individuals enhance their computer security and protect against potential risks?
 - A. Sharing passwords with friends
 - B. Clicking on unknown links in emails
 - C. Using public Wi-Fi for sensitive transactions
 - D. Enabling two-factor authentication
5. What does the term "Phishing" refer to in the context of computer security?
 - A. Protecting confidential data with encryption
 - B. Authenticating users with biometric technology
 - C. Sending deceptive emails or messages to trick users into revealing sensitive information
 - D. Implementing firewalls to block unauthorized access
6. When creating a schedule, why is it important to communicate with staff members?
 - A. To keep information confidential
 - B. To avoid feedback
 - C. To ensure understanding and cooperation
 - D. To increase your workload

7. Which of the following factors should NOT be considered when scheduling administrative support staff?
 - A. Staff availability
 - B. Workload demands
 - C. Personal preferences
 - D. Skill levels
8. How can travel expenses be best tracked and documented?
 - A. Keeping receipts and records of purchases
 - B. Guessing the total amount spent
 - C. Asking colleagues to pay for expenses
 - D. Ignoring expense reports
9. What is the first step in organizing your priorities effectively?
 - A. Completing the easiest tasks first
 - B. Identifying urgent tasks
 - C. Randomly choosing tasks to work on
 - D. Ignoring all tasks until the last minute
10. Which of the following is NOT a recommended method for organizing tasks and priorities?
 - A. Creating a to-do list
 - B. Using color-coded labels
 - C. Procrastinating important tasks
 - D. Setting deadlines for tasks
11. What is the purpose of records management?
 - A. To ensure there is no documentation
 - B. To track and organize information for easy retrieval
 - C. To delete all records regularly
 - D. To keep records only in paper form
12. What is a potential consequence of not accurately documenting travel expenses?
 - A. Improved financial transparency
 - B. Enhanced financial tracking
 - C. Audit issues and financial inaccuracies
 - D. Streamlined reimbursement processes
13. What is a potential consequence of improper filing system management?
 - A. Enhanced document retrieval
 - B. Improved organization
 - C. Loss of important documents and data
 - D. Simplified record-keeping

14. How does maintaining chronological filing systems contribute to historical record-keeping?
- A. It hinders historical data preservation
 - B. It promotes random filing practices
 - C. It organizes documents based on timeline for historical reference
 - D. It discourages document retention
15. Which filing system arranges documents based on assigned numbers?
- A. Alphabetical
 - B. Chronological
 - C. Numerical
 - D. Subject
16. Which filing system is most suitable for organizing documents based on dates?
- A. Subject
 - B. Chronological
 - C. Numerical
 - D. Alphabetical
17. What is the purpose of standardizing administrative procedures?
- A. To increase confusion among staff
 - B. To discourage efficiency
 - C. To ensure consistency and accuracy
 - D. To create daily task lists
18. How can an office manager promote a collaborative work environment?
- A. Encouraging individual competition
 - B. Facilitating teamwork and communication
 - C. Isolating team members from each other
 - D. Withholding information from staff
19. Which of the following best demonstrates knowledge of administrative procedures?
- A. Using social media for company communication
 - B. Answering company phone calls
 - C. Following a standardized filing system
 - D. Ignoring emails from colleagues
20. When writing a memo to Digital Solutions CEO, the memo should be addressed to ____?
- A. Harvey Rosen
 - B. Roger Meyer
 - C. Edna Renick
 - D. Nancy Wells

21. When filing, what is the correct order for filing these names: Smith, Smee, Smyth, Smithy?
- A. Smee, Smithy, Smith, Smyth
 - B. Smyth, Smith, Smithy, Smee
 - C. Smee, Smith, Smithy, Smyth
 - D. Smithy, Smee, Smyth, Smith
22. According to ARMA rules, how are suffixes like "Jr." or "III" typically handled in alphabetic filing?
- A. Ignoring suffixes and filing by the last name unless needed to distinguish between two or more identical names.
 - B. Filing by the suffix first, then the last name
 - C. Ignoring last names
 - D. Filing suffixes separately from names
23. How are hyphens typically treated in alphabetic filing according to ARMA rules?
- A. Ignoring hyphens completely
 - B. Treating hyphens as spaces
 - C. Ignoring hyphens and filing as if the word was one unit
 - D. Filing based on the first letter after the hyphen
24. According to ARMA rules, how are compound last names like "Van Helsing" or "De La Cruz" typically filed?
- A. Ignoring the compound part and filing by the main name
 - B. Filing by the combined last name and ignoring the spaces
 - C. Filing by the last word of the compound last name
 - D. Randomly filing compound last names
25. How does ARMA recommend handling names with punctuation marks like apostrophes or periods?
- A. File "nothing before something"
 - B. Ignore all punctuation marks when alphabetizing
 - C. Filing based on the first letter after the punctuation marks
 - D. Randomly filing based on punctuation marks

Job 1: Minutes

Type the following as minutes using the formatting in the Style and Reference Manual. Please view the notes shown below to prepare the meeting minutes for Digital Solutions regular meeting of the Board of Directors. Use proper grammar and complete sentences, as necessary.

Regular Meeting of Board of Directors, February 24, current year, a regular meeting of the Board of Directors of Digital Solutions was called to order at 700 Morse Road Suite 201, Columbus, Ohio, at 7 p.m. pursuant to the notice sent to all Directors in accordance with the buy laws.

Present were Nancy Arms, Gregg Beens, Lloyd Bets, Michael Dover, Jonathan Smelling, Jim Friend, Rudy Hermann, Barbara Johnson, Danny Krieger, Steven Leach, Len Rodman, Steven Schuler and Nancy Wells. Rover Underwood, Chairman, presided, and Gary Streit, Secretary, record the proceedings of the meeting. The minutes of the last meeting of november 10 were approved. The Secretary's report was red with no corrections or changes. A motion was made by Gregg Beens to approve the Secretary's Report from January 15 and supported by Lloyd Bets. The Secretary's Report was unanimously approved. Special guest Sandra Valley, CEO of Financial Systems of Ohio, presented on the Employee Retirement System and our options of migration from the current managed plan. The Board discussed the options and thanked Sandra for her time and effort in this process. Nancy Arms made a motion to go into executive session to discuss the propasal; Jim Friend seconded the motion. The next meeting of the Board will be held on April 11 at 7 p.m. There being no further business, the meeting was adjourned at 9:05 p.m.

Job 2 – Letter

Key the following letter using the Style & Reference Manual. Correct any spelling and punctuation errors, as necessary.

This letter is to:

Mrs. Sandra Valley, Chief Executive Officer, Financial Systems of Ohio, 1308 oxford ave, columbus, oh 43004. The letter should be dated 3/16/25 with the subject, employee retirement system.

The letter is from:

Nancy Wells (include title)

The body of the letter

Thank you for your recent presentation to our Board of Trustees on the possibilities of a migration of the digital solutions Employee Retirement System.

We have determined that it is in the best interest of our employees, both salaryied and hourly, to align our current plan to the options you outlined in your presentation and to begin the many regulatory steps to begin this arduous process. It is our goal to notify employees in May 2025 with an informational mailing about the decisions made by the Board of Trustees and options they will have as we move forward.

We know that many companies have recently made similar changes, resulting in greater flexibility for some plan participants and more efficient operations for plan sponsors whose core business is something other than managing and delivering pension benefits. It is important to note to our employees, that the value of their benfit under the plan will not be affected by this change.

We are eager to begin this process with financial systems of ohio and at this time are requesting that you're office submit the legal documentation to our corporate attorney's, Kerl, Laggis and Stratton.

Job 3 – Itinerary for Information Technology Conference Participants

Please key this itinerary for Tom Carlson who is attending the Information Technology Conference, from February 10-12, Monday through Wednesday, 20xx.

February 10: Arrival and Welcome

8:00 AM - 9:00 AM: Registration and Welcome Coffee

Location: Conference Hall Lobby

9:00 AM - 10:30 AM: Opening Keynote: "The Future of Info Tech - Embracing Change in the Digital Era"

Location: Main Auditorium

Speaker: Dr. Emily Tran, Futurist and Author

10:30 AM - 11:00 AM: Coffee Break

11:00 AM - 12:30 PM: Panel Discussion: "Cybersecurity Challenges and Solutions in 2024"

Location: Room A

Panelists: Leaders from Google, Microsoft, and independent cybersecurity firms

12:30 PM - 2:00 PM: Networking Lunch

Location: Conference Dining Hall

2:00 PM - 3:30 PM: Breakout Sessions (Choose one):

"AI and Machine Learning Trends" - Room B

"Cloud Infrastructure and Management" - Room C

"The Impact of Quantum Computing" - Room D

3:30 PM - 4:00 PM: Coffee Break

4:00 PM - 5:30 PM: Workshop: "Effective IT Project Management"

Location: Room E

7:00 PM - 9:00 PM: Welcome Reception and Cocktail Dinner

Location: Hotel Rooftop

February 11: Deep Dives and Networking

8:00 AM - 9:00 AM: Breakfast Buffet

Location: Conference Dining Hall

9:00 AM - 10:30 AM: Keynote: "Integrating IoT Solutions for Smart Businesses"

Location: Main Auditorium

Speaker: Mr. Rajiv Kumar, CEO of InnovateTech

10:30 AM - 11:00 AM: Coffee Break

11:00 AM - 12:30 PM: Breakout Sessions (Choose one):

"Virtual Reality in the Workplace" - Room F

"Data Privacy in a Post-GDPR World" - Room G

"Blockchain Beyond Cryptocurrencies" - Room H

12:30 PM - 2:00 PM: Lunch and Learn: "Building a Tech Startup"

Location: Room I

2:00 PM - 3:30 PM: Roundtable: "Women in Tech - Bridging the Gap"

Location: Room J

3:30 PM - 4:00 PM: Coffee Break

4:00 PM - 5:30 PM: Interactive Session: "Hands-on with Augmented Reality"

Location: Room K

February 12: Wrap-up and Departure

8:00 AM - 9:00 AM: Continental Breakfast

Location: Conference Dining Hall

9:00 AM - 10:30 AM: Keynote: "Ethical Considerations in AI"

Location: Main Auditorium

Speaker: Prof. Linda Choi, Ethicist and Technologist

10:30 AM - 11:00 AM: Coffee Break

11:00 AM - 12:30 PM: Closing Panel: "The Next Decade in IT - What Experts Predict"

Location: Main Auditorium

Panelists: Top Executives from Apple, Amazon, and up-and-coming startups

12:30 PM - 2:00 PM: Farewell Lunch

Location: Conference Dining Hall

2:00 PM: Official Conference Close and Departures