



**Business Office Technology
Certification
Study Guide**

CERTIFICATION OVERVIEW

The Express Employment Professionals Business Office Technology Certification verifies individuals have a solid understanding of current and emerging technologies in today's workplace. In addition, the certification exam assesses major topics such as computers, operating systems and networking, telecommunications, business documents, web and business ethics and the Microsoft® Office Suite.

EXAM OVERVIEW

The Express Employment Professionals Business Office Technology Certification is hosted on the iCEV testing platform. The certification exam is a 100-question, randomized assessment. Exam questions are in the format of multiple choice, sort order, diagramming, matching, labeling and other question types meant to fully evaluate an individual's competency of the industry standards. The certification exam should be proctored within a controlled environment. The proctor of the exam must review and verify all exam procedures and provide electronic documentation through the exam platform.

More information about the certification exam and testing platform, including optional preparation materials offered by iCEV, can be found at

<https://www.icevonline.com/bustech>

ABOUT EXPRESS EMPLOYMENT PROFESSIONALS

At Express Employment Professionals, we're in the business of people. From job seekers to client companies, Express helps people thrive and businesses grow. Our international network of franchises offers localized staffing solutions to the communities they serve across the U.S., Canada, South Africa, Australia and New Zealand, employing 586,000 people globally in 2021 and more than 10 million since its inception. For more information, visit <https://www.expresspros.com/certifications/>

INDUSTRY STANDARDS

The certification exam assesses knowledge and skills from the following weighted industry standards set by Express Employment Professionals:



OFFICE TECHNOLOGY SKILLS- 20%

- Technology Impacts on the Workplace
- Internet Use Methods
- Computer Hardware Components
- Computer Setup & Care
- Operating, Networking & Information Systems



WORD PROCESSING APPLICATIONS- 10%

- Document Creating & Editing Procedures
- Business Application of Word Processing Technology



DIGITAL PRESENTATION APPLICATIONS- 10%

- Presentation Creation, Editing & Sharing Procedures
- Presentation Management Techniques



SPREADSHEET APPLICATIONS- 10%

- Spreadsheet Creation & Management Business
- Application of Spreadsheet Technology



DATABASE APPLICATIONS- 10%

- Database Design, Creation & Device Management
- Business Application of Business Technology



DESKTOP PUBLISHING PROGRAMS- 10%

- Publication Creation & Editing Procedures



WORKPLACE COMMUNICATION STRATEGIES- 15%

- E-mail Creation Procedures
- Electronic Scheduling Practices
- Telecommunications Techniques



ETHICAL APPLICATIONS IN THE WORKPLACE- 15%

- Online Etiquette
- Web Privacy & Copyright
- Business Ethics Procedures

Industry Standard Overview

To pass the Express Employment Professionals Business Office Technology Certification exam, certification candidates must have adequate knowledge of the industry standards. The following outlines an in-depth overview of the industry standards and sub-standards:

Office Technology Skills- 20%



- Output Devices
- Input Devices
- Motherboard
- Random Access Memory
- Introduction to Computer
- Computer Hardware
- Computer Software
- Operating Systems & Networking
- Internet Basics
- ISP
- Social Media
- Computer Viruses
- Search Engines
- Top-level Domains
 - .com
 - .gov
 - .edu
 - .org
- Web Ethics & Issues
 - Cyber Crime
 - Traditional File Sharing
 - Adware
 - Intellectual Property
 - Phishing
 - Online Privacy
 - Website's Privacy Policy

Word Processing Applications- 10%



- Microsoft Word & Shortcuts

Digital Presentation Applications- 10%

- Microsoft PowerPoint



Spreadsheet Applications- 10%

- Microsoft Excel & Formulas



Database Applications- 10%

- Microsoft Access



Desktop Publishing Programs- 10%

- Microsoft Publisher



Workplace Communication Strategies- 15%

- Telecommunications Basics
 - Radio Frequencies
 - Voicemail
 - E-Mail
 - Intranet
 - Webcast
- Teleconferencing
- Business Mailing Procedures
- Microsoft Outlook



Ethical Applications in the Workplace- 15%

- Business Ethics



Optional Preparation Materials Overview

The preparation materials offered by iCEV for the Express Employment Professionals Business Office Technology Certification was specifically created to prepare candidates for the certification exam. While it is not required to complete the preparatory materials before accessing the certification exam, Express Employment Professionals recommends certification candidates complete some form of training. The following outlines the lesson scope and objectives:

Lesson 1: Workplace Technology

1. To explain the purpose of workplace technology and its impact on business practices.
2. To discuss benefits and concerns of businesses technology use.
3. To describe various types of workplace technology.

Lesson 2: Telecommunication Basics

1. To understand and evaluate various methods of telecommunications.
2. To employ appropriate business ethics and correct etiquette when using telecommunications.

Lesson 3: Introduction to Computers

1. To discover different types of computers.
2. To learn how to identify the role of each computer hardware component.
3. To gain knowledge of computer software.
4. To become skilled at selection, set up and maintenance of a computer.

Lesson 4: Operating Systems & Networking

1. To understand the basic functions of computers.
2. To analyze the features of computer systems.
3. To examine the main components contributing to how computers work.
4. To observe the purpose and function of various operating systems.
5. To recognize the concept of networking.

Lesson 5. Microsoft® Word 2019 Basics- Unit 14 (Review)

1. To review the concepts covered in the Microsoft® Word 2019 Basics units.

Lesson 6: Business Mailing Procedures

1. To analyze the proper form in addressing business envelopes.
2. To discover the history of mail.
3. To examine how to operate mail merger software.
4. To predict future trends affecting businesses issuing mass mailers.

Lesson 7: Business Documents & Technology

1. To identify the four steps to document creation and to be able to compare positive, negative and persuasive messages.
2. To understand the formatting procedures for letters, memorandums and business reports.
3. To understand the technology procedures used in business.

Lesson 8: Microsoft® PowerPoint 2019 Basics- Unit 9 (Review)

1. To review the concepts covered in the Microsoft® PowerPoint® 2019 Basics units.

Lesson 9: Microsoft® Excel 2019 Basics- Unit 11 (Final Review)

1. To review the concepts covered in the Microsoft® Excel 2019 Basics units.

Lesson 10: Microsoft® Access 2019 Basics- Unit 10 (Final Review)

1. To review the concepts covered in the Microsoft® Access 2019 Basics units.

Lesson 11: Microsoft® Publisher 2019 Basics- Unit 6 (Final Review)

1. To review the concepts covered in the Microsoft® Publisher 2019 Basics units.

Lesson 12: Microsoft® Outlook 2019 Basics- Unit 5 (Final Review)

1. To review the concepts covered in the Microsoft® Outlook 2019 Basics units.

Lesson 13: Internet Basics

1. To define the Internet and its supporting technology.
2. To analyze the different uses of the Internet.
3. To discuss tips and methods for Internet research.
4. To identify Internet risks.

Lesson 13: Web Ethics & E-Issues

1. To determine what information is appropriate to be displayed on a web page.
2. To explore copyright issues and the correct approach to acquiring information from the Internet.
3. To be introduced to the proper method of citing Internet sources.
4. To become acquainted with the various issues of customer privacy on website.

Lesson 14: Business Ethics

1. To distinguish between ethical/unethical and legal/illegal business practices.
2. To relate the ethical decision-making process to business situations.
3. To examine ethical considerations of technology and workplace politics.
4. To relate the historical impact of unethical practices and governmental regulations.