REFERENCE DOCUMENT FOR CTS, CTS-D, AND CTS-I DUTIES

CTS Duties and Tasks
Duty A: Creating AV Solutions
Task 1: Conduct A Customer Needs Analysis
Task 2: Conduct Site Survey (e.g., lighting, access, acoustics, seating, finishing, architectural features, dimensions, logistical constraints)
Task 3: Develop an AV Project Scope (e.g., AV solution, components)
Task 4: Design AV Solutions (e.g., drawings, program report, bill of materials)
Duty B: Implementing AV Solutions
Task 1: Integrate AV Solution (e.g., systems verification, supply installation)
Task 2: Managing AV Integration (e.g., training, schematics, warranties, operations manual, as-built drawings)
Duty C: Supporting AV System Operation
Task 1: Provide AV Support (e.g., troubleshoot, remote assistance, live event support, in-room operation, training)
Duty D: Servicing AV Solutions
Task 1: Supervise AV Operations
Task 2: Conduct Maintenance Activities (e.g., preventative maintenance, firmware upgrades, equipment upgrades)
Task 3: Troubleshoot and Repair AV Solutions (e.g., analog vs digital, break/fix)

CTS-D Duties and Tasks
Duty A: Conduct a Needs Assessment
Task 1: Identify functional requirements (e.g., user stories, user experience, benchmarking, client expectations)
Task 2: Review or formulate client technology master plan
Task 3: Generate and/or Review the Program Report
Duty B: Coordinate with Other Professionals
Task 1: Coordinate with architectural/interior design professionals
Task 2: Coordinate with structural professionals
Task 3: Coordinate with mechanical, electrical, and plumbing professionals
Task 4: Coordinate with IT and network security professionals
Task 5: Coordinate with acoustical professionals
Task 6: Coordinate with life safety and security professionals
Task 7: Coordinate with site or project specific professionals (e.g., content creators, theatrical, exhibit designer)
Duty C: Develop and Document AV Designs
Task 1: Create conceptual AV design

Task 2: Revise conceptual design to be compatible with site conditions and/or A&E drawing package
Task 3: Produce final design and drawing package
Task 4: Finalize project documentation (e.g., bill of materials, bid spec, drawings, scope of work)
Duty D: Deploy AV Designs
Task 1: Support project execution activities
Task 2: Verify system performance
Task 3: Conduct project close out activities (e.g., as-builts, system manuals, training, programing information)

CTS-I Duties and Tasks
Duty A: Implement Pre-Installation Activities
Task 1: Review AV Project Documentation
Task 2: Conduct Site Survey
Task 3: Evaluate Overall Facility Readiness
Task 4: Prepare for Installation
Duty B: Practice Ongoing Project Responsibilities
Task 1: Complete Field Reports (e.g., daily, issues, progress, risk, injury)
Task 2: Coordinate with Allied Trades
Task 3: Address Needed Field Modifications
Duty C: Conduct Site Rough-In/First-Fix
Task 1: Deinstallation of Existing Equipment and Cabling
Task 2: Mount Substructure and Rigging
Task 3: Pull Cable
Duty D: Install AV Systems
Task 1: Assemble AV Rack
Task 2: Wire the AV Equipment Rack
Task 3: Distribute AV Equipment (e.g., placement of loose equipment, peripherals)
Task 4: Mount AV Equipment (e.g., projectors, loud speakers, monitors)
Task 5: Terminate Cables
Task 6: Configure Network Properties of Equipment
Task 7: Configure Control and Device Settings
Task 8: Test the AV System
Task 9: Calibrate the AV System
Duty E: Perform AV Systems Closeout
Task 1: Demonstrate to Client or Client's Representative that System Performs to Specifications
Task 2: Provide Training on AV System Operation

Task 3: Finalize AV Project Documentation (e.g., punch list, programming files, manuals, completion documentation, as-builts)
Duty F: Conduct Post Project Activities (e.g., support, warranties, maintenance)
Task 1: Maintain AV Systems (e.g., equipment, software, tools)
Task 2: Repair AV Systems (e.g., failed equipment, warranty, troubleshooting)