

1. What is the best way to troubleshoot computer systems and networks?
 - A. By using a systematic approach
 - B. By using trial and error
 - C. By asking a friend for help
2. What is the first step in troubleshooting computer systems and networks?
 - A. Identify the problem
 - B. Gather information about the problem
 - C. Establish a plan of action
3. What is the second step in troubleshooting computer systems and networks?
 - A. Gather information about the problem
 - B. Establish a plan of action
 - C. Implement the plan
4. What is the third step in troubleshooting computer systems and networks?
 - A. Implement the plan
 - B. Evaluate the results
 - C. Ask a friend for help
5. What is the fourth step in troubleshooting computer systems and networks?
 - A. Evaluate the results
 - B. Ask a friend for help
 - C. Start over from the beginning

Answer Key:

1. A
2. A
3. B
4. C
5. A