

**Overview**

This event provides recognition for FBLA members who have a broad base of knowledge and competencies in core hardware and operating system technologies including installation, configuration, diagnostics, preventative maintenance, and basic networking.

**Competencies**

- Personal computer components
- Laptop and portable devices
- Operating systems
- Printers and scanners
- Networks
- Security
- Safety and environmental issues

**Procedures/Tips**

- Review the Competitive Events Tips in the front of the book.

**Web Site Resources**

- [http://certification.comptia.org/resources/test\\_tips.aspx](http://certification.comptia.org/resources/test_tips.aspx)
- <http://www.simulationexams.com/SampleQuestions/aplus-questions.htm>
- [http://certification.about.com/od/apracticeexams/A\\_Certification\\_Practice\\_Exams.htm](http://certification.about.com/od/apracticeexams/A_Certification_Practice_Exams.htm)
- <http://www.worldstart.com/tips/computer-terms/index.htm>
- [http://www.zerocut.com/tech/c\\_terms.html](http://www.zerocut.com/tech/c_terms.html)
- <http://computer.howstuffworks.com/pc.htm>
- <http://agg3333.ifas.ufl.edu/components.htm>
- <http://computer.howstuffworks.com/operating-system.htm>
- <http://bama.ua.edu/~hardi017/terms.htm>
- <http://www.pccomputernotes.com/inside.htm>
- <http://www.aplusdev.org/>

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### Computer Problem Solving Sample Questions

1. Which of the following is the first cache the CPU uses?
  - a. L2 memory
  - b. RAM
  - c. L1 memory
  - d. Cache memory
2. How many bits make up a byte?
  - a. 8
  - b. 4
  - c. 32
  - d. 16
3. How many devices can be daisy chained to a USB port?
  - a. 15
  - b. 255
  - c. 127
  - d. 7
4. The "brain" of a microcomputer system is called:
  - a. chipset
  - b. coprocessor
  - c. microprocessor
  - d. RAM
5. A good example of firmware is:
  - a. Windows 95
  - b. ROM BIOS
  - c. CONFIG.SYS
  - d. DOS
6. The computer uses capacitor like cells to refresh this memory's circuitry.
  - a. SDRAM
  - b. NETWORKS
  - c. DRAM
  - d. EDO DRAM
  - e. SRAM
7. A Type I PCMCIA card is \_\_\_ thick.
  - a. 3.3 mm
  - b. 5.0 mm
  - c. 7.5 mm
  - d. 10.5 mm
8. Which type is used for a hard drive?
  - a. Type III
  - b. Type II
  - c. Type IV
  - d. Type I

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9. The major draw back associated with laptops is
    - a. trackballs are required.
    - b. lack of RAM.
    - c. heat buildup.
    - d. small disk drives.
  10. This is **not** a basic type of viruses:
    - a. Trojan horse
    - b. Boot-sector
    - c. iMule infector
    - d. File infector
  11. A CMOS virus is an example of this type of virus:
    - a. iMule infector
    - b. Boot-sector
    - c. File infector
    - d. Trojan horse
  12. A major security feature of XP/2000 operating systems is:
    - a. Sgt. Sheriff Security
    - b. SecurityNet
    - c. OSSF
    - d. Digital Certificates
  13. The main security improvement in XP/2000 is the adoption of the \_\_\_ authentication protocol.
    - a. Destination
    - b. Orthodox
    - c. Kerberos
    - d. Demeras
  14. What is required when hazardous materials change hands?
    - a. a product limiter
    - b. an MSDS
    - c. a regional router
    - d. an IRQ
  15. ESD means:
    - a. Electronic Status Discharger
    - b. Electron Scope Demagnetizer
    - c. Electrostatic Discharge
    - d. Electric Static Drone
  16. What area of a laser printer can be a burn hazard?
    - a. cleaning
    - b. fuser
    - c. conditioner
    - d. transfer
  17. Laser light can damage your
    - a. skin.
    - b. eyes.
    - c. ESD.
    - d. clothing.

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18. Which version of Win XP only uses the Itanium processors?
    - a. Windows XP 64-bit Edition
    - b. Windows XP Home Edition
    - c. Windows XP Professional
    - d. Windows XP Excalibur
  19. This is considered Windows' most consumer-oriented version of NT.
    - a. Windows 98SE
    - b. Windows XP Professional
    - c. Windows 2000 Advanced Server
    - d. Windows 2000 Professional
  20. Only files on \_\_\_\_ volumes can be encrypted.
    - a. CBS
    - b. DOS
    - c. NTFS
    - d. WORD
  21. Windows Advanced Server can support up to
    - a. 16 symmetrical processors and 16G of memory.
    - b. 8 symmetrical processors and 8M of memory.
    - c. 8 symmetrical processors and 8G of memory.
    - d. 16 symmetrical processors and 8M of memory.
  22. ICF stands for:
    - a. Internal Command Font
    - b. Instant Comment Format
    - c. Identification Configuration Format
    - d. Internet Connection Firewall
  23. This is **not** considered a type of network cable:
    - a. Cat 45
    - b. UTP
    - c. Coaxial
    - d. STP
  24. A drawback of wireless networking is:
    - a. security
    - b. TCP/IP
    - c. FDDI
    - d. cable length
  25. Which standard defines wireless?
    - a. 802.11
    - b. 802.7
    - c. 802.3
    - d. 802.9
  26. A number permanently assigned to a NIC that uniquely identifies it to the network is:
    - a. an IP address
    - b. a NIC handle
    - c. a combo card address
    - d. MAC address

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27. Bus, star or ring are also known as
- protocol.
  - topologies.
  - architectures.
  - access methods.
28. Two methods for installing XP/NT/2000 are:
- Unix based CDs with DOS
  - DOS boot disks and CD
  - floppy disk & DOS command
  - CD & across a network
29. A printer that creates an image by having a print wire strike "dots" onto an inked ribbon. Used for multi-copy.
- Ink jet
  - Dot Matrix
  - Thermal
  - Laser
30. The first in the Electro-photostatic process is:
- imaging
  - charging
  - fusing
  - cleaning

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**Business Law Answer Key**

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|-------|-------|-------|
| 1) C  | 11) B | 21) B |
| 2) A  | 12) A | 22) B |
| 3) B  | 13) B | 23) D |
| 4) D  | 14) C | 24) D |
| 5) D  | 15) D | 25) B |
| 6) D  | 16) B | 26) C |
| 7) B  | 17) B | 27) D |
| 8) C  | 18) D | 28) B |
| 9) D  | 19) A | 29) D |
| 10) C | 20) A | 30) C |

**Business Math Answer Key**

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|-------|-------|-------|
| 1) B  | 11) A | 21) D |
| 2) D  | 12) A | 22) C |
| 3) D  | 13) C | 23) D |
| 4) A  | 14) A | 24) D |
| 5) D  | 15) D | 25) A |
| 6) C  | 16) B | 26) B |
| 7) C  | 17) D | 27) A |
| 8) C  | 18) C | 28) C |
| 9) B  | 19) D | 29) B |
| 10) A | 20) D | 30) A |

**Business Procedures Answer Key**

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|-------|-------|-------|
| 1) B  | 11) C | 21) C |
| 2) D  | 12) B | 22) A |
| 3) C  | 13) C | 23) C |
| 4) A  | 14) C | 24) C |
| 5) C  | 15) D | 25) D |
| 6) D  | 16) A | 26) C |
| 7) D  | 17) C | 27) D |
| 8) D  | 18) B | 28) D |
| 9) C  | 19) B | 29) A |
| 10) C | 20) C | 30) C |

**Computer Applications Answer Key**

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|-------|-------|-------|
| 1) A  | 11) D | 21) C |
| 2) D  | 12) D | 22) B |
| 3) B  | 13) D | 23) A |
| 4) A  | 14) D | 24) B |
| 5) B  | 15) D | 25) D |
| 6) A  | 16) C | 26) A |
| 7) B  | 17) B | 27) A |
| 8) A  | 18) A | 28) C |
| 9) D  | 19) C | 29) D |
| 10) D | 20) B | 30) C |

**Computer Problem Solving Answer Key**

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|-------|-------|-------|
| 1) C  | 11) B | 21) C |
| 2) A  | 12) D | 22) D |
| 3) C  | 13) C | 23) A |
| 4) C  | 14) B | 24) A |
| 5) B  | 15) C | 25) A |
| 6) C  | 16) B | 26) D |
| 7) A  | 17) B | 27) C |
| 8) A  | 18) A | 28) D |
| 9) C  | 19) B | 29) B |
| 10) C | 20) C | 30) D |