**Practice Quiz: Managing Our Time**

**TOTAL POINTS 5**

1.Question 1

Using the Eisenhower Decision Matrix, which of the following is an example of an event or task that is both Important, and Urgent?

1 point



Office gossip



Replying to emails



Internet connection is down



Follow-up to a recently resolved issue

2.Question 2

You’re working on a web server issue that’s preventing all users from accessing the site. You then receive a call from user to reset their user account password. Which appropriate action should you take when prioritizing your tasks?

1 point



Reset the user's password



Create a script to automate password resets



Ask the user to open a support ticket.



Ignore the user, and troubleshoot web server.

3.Question 3

What is it called when we make more work for ourselves later by taking shortcuts now?

1 point



Technical debt



Ticket tracking



Eisenhower Decision Matrix



Automation

4.Question 4

What is the first step of prioritizing our time properly?

1 point



Work on urgent tasks first



Assess the importance of each issue



Make a list of all tasks



Estimate the time each task will take

5.Question 5

If an issue isn't solved within the time estimate that you provided, what should you do? (Select all that apply)

1 point



Explain why



Drop everything and perform that task immediately



Give an updated time estimate



Put the task at the end of the list