

- 1- You have received a message from the insurance agency your IT firm works for telling you their broadband speed has dropped dramatically.

You are an IT technician. (manager of the insurance company).

- 2- You've received a message from a client concerned with his company's data security, since employees use the web for personal purposes. He asks you for some advice to protect the company's data from intrusions.

You are an IT technician. (manager of the insurance company).

- 3- You have received a message from the accounting firm your IT company works for telling you that the boot time of their computers has dramatically increased since they have been using their new accounting software.

You are an IT technician. (manager of the insurance company).

- 4- You have received a message from your manager who is unable to reach his personal data in Google Drive (cloud storage server). He needs an important PowerPoint file stored in the cloud for a presentation to the CEO within 10 minutes. He asks you to help him recover his document.

You are an IT technician (your manager).

- 5- You have received a message from one of the English teachers in the school you work in, who would like to send heavy files. The problem is it takes a long time to send them and sometimes he/she gets an error message.

You are an IT technician (one of the English teachers).

- 6- You receive a message from your company's manager who has received an email with an important file attached, but she cannot open the file. She needs to open and read it as soon as possible.

You are an IT technician (your manager).

- 7- You work in a company. You have received a message from one of the secretaries telling you that the WI-FI connected printer in the secretaries' office isn't printing.

You are an IT technician (one of the secretaries).

- 8- You have received a message from an employee in the company telling you that his/her computer behaves oddly : the files and folders have new acronyms along their initial names.
You are an IT technician (the employee).

- 9- Your manager wants to replace the traditional firm banking cards by an application installed in his/her salespeople's mobile phones. He/she is asking you for technical and security advice.

You are an IT technician (your manager).

- 10- Your manager has just texted you because he cannot connect to the network , and so he can't work anymore, and can't wait any longer.

You are an IT technician (your manager).

- 11- A client needs your help. Her browser is Firefox. Each time she tries to connect she gets a message « access denied ».

You are an IT consultant (the client).

- 12- You suggest your manager to change the individual printers used by the 20 employees working in the offices of the company.

You are an IT technician (your manager).

- 13- You are the head of IT in a company and your manager is worried about the security of each computer. He/she is asking for solutions to enhance the security of the hardware as well as the software.

You are an IT technician (your manager).

- 14- Your manager can't access his/her files. What can he/she do ?

You are an IT technician (your manager).

- 15- The founder of a small startup company operating in the medical research sector contacts you because he/she wants to protect his/her confidential files from ransomware.

You're an IT technician working in cyber security (the startup founder).

- 16- Your CEO is on a professional trip abroad. He has asked for your help via instant messaging because several folders have disappeared from his laptop and he desperately needs them for his contract-signing appointment tomorrow.

You're an IT technician (your CEO).

- 17- Your firm's manager has sent you a message saying that the whole accounting department is stuck with a network printer problem.

You're an IT technician (your manager).

