Section 1: Multiple Choice

1. What is the first step in the troubleshooting process?
➔ b) Identifying the problem

2. Which of the following tools is commonly used to diagnose hardware issues by testing electrical connections?
➔ c) Multimeter

3. Which Windows utility can be used to view system logs, monitor performance, and diagnose hardware and software issues?
➔ c) Event Viewer

Section 2: True or False

4. True or False: Safe Mode is a diagnostic mode in Windows that loads only essential system services and drivers, allowing users to troubleshoot and fix problems with the operating system.
➔ True

5. True or False: A system restore point is a snapshot of the computer's system files, registry, and configuration settings at a specific point in time, which can be used to revert the system to a previous state if problems occur.
➔ True

6. True or False: Ping is a command-line utility used to test network connectivity by sending ICMP echo requests to a target device and waiting for ICMP echo replies.
➔ True

Section 3: Short Answer

7. Describe the steps involved in troubleshooting a computer that fails to boot into the operating system.

→ Steps to troubleshoot a computer that fails to boot:

- Check power and cables – Make sure everything is connected properly.
- Remove external devices – Disconnect USBs and try again.
- Enter BIOS/UEFI – Check if the hard drive is detected and boot order is correct.
- Try Safe Mode or Recovery – Use Safe Mode, System Restore, or Startup Repair.
- Run diagnostics – Check hardware with tools like CHKDSK or memory test.
- Repair boot files – Use commands like bootrec /fixmbr if boot files are damaged.
- Reinstall OS – If all else fails, reinstall the operating system.

Section 4: Practical Application (done)

8. Demonstrate how to troubleshoot network connectivity issues on a Windows computer using the ipconfig command.

Section 5: Essay

9. Discuss the importance of effective communication skills in a helpdesk or technical support role.

→ Effective communication skills are essential in a helpdesk or technical support role because they directly impact customer satisfaction and problem resolution. Technical support professionals often interact with users who may be frustrated or confused. Clear and calm communication helps build trust and makes users feel heard and understood.

Listening skills are just as important. By actively listening, support staff can better understand the issue and ask the right follow-up questions. This reduces miscommunication and speeds up the troubleshooting process.

Additionally, technical terms must be explained in simple language that non-technical users can understand. A technician who can translate complex solutions into easy steps can greatly improve the user experience.