**ITM-301 Homework #7 (Chapter 3, 9, & 10)**

* **Due Date: November 3, 2013 @ 11:59PM**

**Reviewing the Basics**

1. **List four major functions of an OS.**

**Answer:** major functions of an OS are:

* + Provide a user interface
  + Manage files
  + Manage hardware
  + Manage applications

1. **What might happen to the Windows system if too many services are running, as indicated by multiple icons in the notification area of the taskbar?**

**Answer:** Windows could become sluggish because running services are using too many resources. If you have a sluggish Windows system, one thing you can do is look at all the running services in the notification tray and try to disable the services that are taking up system resources.

1. **What is the memory limitation for a 32-bit operating system?**

**Answer:** 4 GB.

1. **Assume that you are a customer who wants to have a PC repaired. List five main characteristics that you would want to see in your PC repairperson.**

**Answer:** a PC technician is doing a good job is that customers are consistently satisfied.Hence, as a good PC repairperson, the main characteristics area positive and helpful attitude, taking ownership of the problem, dependability and reliability, credibility, integrity and honesty, customer-focused, know the law with respect to your work, looking and behaving professionally.

1. **What is a good strategy to follow if a conflict arises between you and your customer?**

**Answer:** if a customer is angry, allow the customer to vent, keeping your own professional distance. Listen customer’s problem carefully. Do not be defensive. It is better to leave the customer with the impression that you and your company are listening and willing to admit mistake. No matter how much anger is expressed, resist the temptation to argue or become defensive. Do what you can to solve the problem. Escalate the problem if necessary.

1. **Describe what you should do when a customer complains to you about a product or service that your company provides.**

**Answer:** give the customer some time to complain and be an active listener. Let customers know they are not being ignored. Do not be defensive. It is better to leave the customer with the impression that you and your company are listening and willing to admit mistake. Then, identify the underlying problem if you can. Ask question and take notes. Then pass these notes on to people in your organization who need to know.

1. **What are the three Windows settings critical to securing a computer that need to be verified as part of regular maintenance?**

Answer: they are windows updates, Antivirus software, and Network location setting.

1. **On what type of hard drive does Windows 7 disable defragmenting?**

**Answer:** solid state drive (SSD)

1. **What is the *%SystemRoot%* folder as used in Microsoft documentation?**

Answer: the folder in which the OS is installed, usually C:\Windows. Using “%SystemRoot%” is the way to find out where the Windows System Root folder is and it used in different versions of windows. If you enter “%SystemRoot%”in the search box and press Enter, it will take you to the system root, C:\Windows.

1. **List the steps to open an elevated command prompt window.**

**Answer:** to get an elevated command prompt window, click Start, All Programs, Accessories, and right-click Command Prompt. Then select Run as Administrator from the shortcut window. After you respond to the User Account Control (UAC) box, the Administrator: Command Prompt window appears.