Practice Quiz: Managing Our Time

TOTAL POINTS 5

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. 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. 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. 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. 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

Save   **Submit**