✓ **Congratulations! You passed!**
TO PASS 80% or higher

Keep Learning

GRADE
100%

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 / 1 point

   ○ Office gossip

   ○ Replying to emails

   ⦿ Internet connection is down

   ○ Follow-up to a recently resolved issue

   ✓ **Correct**
   Great work! It's important for users to have Internet to work, and it must be resolved right away.

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 / 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.

   ✓ **Correct**
   Nice job! Ask the user to open a support ticket so that the request can be placed into the queue while you work on the most urgent issue at hand.

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

   1 / 1 point

   ⦿ Technical debt

   ○ Ticket tracking

   ○ Eisenhower Decision Matrix

   ○ Automation

   ✓ **Correct**
   Right on! Technical debt is defined as the implied cost of additional rework caused by choosing an easy (limited) solution now instead of using a better, but more difficult, solution.

4. What is the first step of prioritizing our time properly?

   1 / 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

   ✓ **Correct**
   Awesome! Before we can even decide which task to do first, we need to make a list of our tasks.

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

   1 / 1 point

☑ Explain why

> ✓ **Correct**
> Nice work! Communication is key, and it's best to keep everyone informed.

☐ Drop everything and perform that task immediately

☑ Give an updated time estimate

> ✓ **Correct**
> Great work! If your original estimate turned out to be overly optimistic, it's appropriate to re-estimate.

☐ Put the task at the end of the list