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**Completed on**

Thursday, 23 June 2022, 9:39 AM

**Time taken**

2 mins 52 secs

**Marks**

30.00/30.00

**Grade****100.00** out of 100.00

## QUESTION 1

Correct

Mark 1.00 out of 1.00

A company executive wants to view company training videos from a DVD. Which of the following components would accomplish this task?

- ☒ a. Optical drive
- ☐ b. Flash drive
- ☐ c. Solid state drive
- ☐ d. Hard disk drive



The correct answer is: Optical drive

## QUESTION 2

Correct

Mark 1.00 out of 1.00

A help desk technician encounters an issue and wants to find out if a colleague has encountered the same issue before. Which of the following should the technician do FIRST?

- ☐ a. Search local logs.
- ☐ b. Question users.
- ☐ c. Research possible theories.
- ☒ d. Check Knowledge Base.



The correct answer is: Check Knowledge Base.

## QUESTION 3

Correct

Mark 1.00 out of 1.00

A program needs to choose apples, oranges, or bananas based on an input. Which of the following programming constructs is BEST to use?

- ☐ a. Variable
- ☒ b. If
- ☐ c. Datatype
- ☐ d. Comment



The correct answer is: If

QUESTION 4

Correct

Mark 1.00 out of 1.00

A regulation requires new applicants to provide a scan of their retinas in case of any future legal questions regarding who applied for the position. Which of the following concepts is this an example of?

- ☐ a. Accounting
- ☒ b. Authentication
- ☐ c. Non-repudiation
- ☐ d. Integrity



The correct answer is: Authentication

QUESTION 5

Correct

Mark 1.00 out of 1.00

A small company wants to set up a server that is accessible from the company network as well as the Internet. Which of the following is MOST important to determine before allowing employees to access the server remotely?

- ☐ a. The employees home ISP speeds
- ☐ b. The quality of the computer used to connect
- ☐ c. The geographical location of the employees
- ☒ d. A security method of allowing connections



The correct answer is: A security method of allowing connections

QUESTION 6

Correct

Mark 1.00 out of 1.00

A software developer develops a software program and writes a document with step-by-step instructions on how to use the software. The developer wants to ensure no other person or company will publish this document for public use. Which of the following should the developer use to BEST protect the document?

- ☒ a. Copyright
- ☐ b. Trademark
- ☐ c. Watermark
- ☐ d. Patent



The correct answer is: Copyright

QUESTION 7

Correct

Mark 1.00 out of 1.00

A systems administrator uses a program that interacts directly with hardware to manage storage, network, and virtual machines. This program is an example of:

- ☐ a. a storage area network.
- ☒ b. a Type 1 hypervisor.
- ☐ c. an embedded OS.
- ☐ d. network attached storage.



The correct answer is: a Type 1 hypervisor.

QUESTION 8

Correct

Mark 1.00 out of 1.00

A systems administrator wants to return results for a time range within a database. Which of the following commands should the administrator use?

- ☐ a. INSERT
- ☐ b. UPDATE
- ☐ c. DELETE
- ☒ d. SELECT



The correct answer is: SELECT

QUESTION 9

Correct

Mark 1.00 out of 1.00

A technician is troubleshooting a problem. The technician tests the theory and determines the theory is confirmed. Which of the following should be the technicians NEXT step?

- ☒ a. Establish a plan of action.
- ☐ b. Implement the solution.
- ☐ c. Verify full system functionality.
- ☐ d. Document lessons learned.



The correct answer is: Establish a plan of action.

QUESTION 10

Correct

Mark 1.00 out of 1.00

A UPS provides protection against:

- ☐ a. wiretapping.
- ☒ b. power outages.
- ☐ c. replay attack.
- ☐ d. denial of service



The correct answer is: power outages.

QUESTION 11

Correct

Mark 1.00 out of 1.00

A user is attempting to print a document to a wireless printer and receives an error stating the operation could not be completed. Which of the following should the user do to correct this issue?

- ☐ a. Enable task scheduling.
- ☒ b. Ensure both devices are connected to the LAN.
- ☐ c. Reset the proxy settings to their default values.
- ☐ d. Review the fault tolerance configurations.



The correct answer is: Ensure both devices are connected to the LAN.

QUESTION 12

Correct

Mark 1.00 out of 1.00

A user is buying a laptop. The user will have a lot of personal and confidential information on the laptop. The user wants to ensure data cannot be accessed by anyone, even if the laptop is stolen. Which of the following should be set up to accomplish this?

- ☐ a. Auditing
- ☐ b. Permissions
- ☐ c. Compression
- ☒ d. Encryption



The correct answer is: Encryption

QUESTION 13

Correct

Mark 1.00 out of 1.00

A user is getting an error message when trying to go to a website. A technician asks the user a few questions to find out more about the issue. The technician opens a browser locally and browses to the same site as the user. Which of the following troubleshooting steps is the technician using by browsing to the same site?

- ☐ a. Establish a plan of action.
- ☐ b. Gather information
- ☐ c. Find the root cause.
- ☒ d. Duplicate the problem.



The correct answer is: Duplicate the problem.

QUESTION 14

Correct

Mark 1.00 out of 1.00

An end users computer has been failing to open its word processing software. An IT technician successfully solves the problem. Which of the following best describes the technicians NEXT step?

- ☐ a. Contact other users.
- ☐ b. Disconnect the peripherals.
- ☐ c. Restart the computer.
- ☒ d. Document the findings.



The correct answer is: Document the findings.

QUESTION 15

Correct

Mark 1.00 out of 1.00

For which of the following is a relational database management system MOST commonly used?

- ☒ a. Storing information
- ☐ b. Generating reports
- ☐ c. Creating diagrams
- ☐ d. Building flowcharts



The correct answer is: Storing information

QUESTION 16

Correct

Mark 1.00 out of 1.00

Joe, a developer, is writing a program in which he needs to store a number that changes over the duration of the programs run. Which of the following would Joe MOST likely use to accomplish this?

- ☐ a. Constant
- ☐ b. Loop
- ☐ c. Function
- ☒ d. Variable



The correct answer is: Variable

QUESTION 17

Correct

Mark 1.00 out of 1.00

The broadcast signal from a recently installed wireless access point is not as strong as expected. Which of the following actions would BEST improve the signal strength?

- ☒ a. Ensure sources of EMI are removed.
- ☐ b. Use WiFi Protected Setup.
- ☐ c. Update from 802.11b to 802.11g.
- ☐ d. Enable WPA2-Enterprise.



The correct answer is: Ensure sources of EMI are removed.

QUESTION 18

Correct

Mark 1.00 out of 1.00

Which of the following actions is the FINAL step in the standard troubleshooting methodology?

- ☒ a. Document the solution and cause.
- ☐ b. Create a new theory of cause.
- ☐ c. Research the problem online.
- ☐ d. Implement preventive measures.



The correct answer is: Document the solution and cause.

QUESTION 19

Correct

Mark 1.00 out of 1.00

Which of the following allows wireless devices to communicate to a wired network?

- ☒ a. Access point
- ☐ b. Firewall
- ☐ c. Switch
- ☐ d. Modem



The correct answer is: Access point

QUESTION 20

Correct

Mark 1.00 out of 1.00

Which of the following BEST describes an application running on a typical operating system?

- ☐ a. Function
- ☒ b. Process
- ☐ c. Thread
- ☐ d. Task



The correct answer is: Process

QUESTION 21

Correct

Mark 1.00 out of 1.00

Which of the following BEST describes the practice of providing user credentials when logging onto the network?

- ☐ a. Storage
- ☐ b. Output
- ☒ c. Input
- ☐ d. Processing



The correct answer is: Input

### QUESTION 22

Correct

Mark 1.00 out of 1.00

Which of the following computing devices would be used to provide a centralized means to distribute services to a group of clients and usually possesses a role on a LAN?

- ☐ a. Mobile phone
- ☐ b. Laptop
- ☐ c. Workstation
- ☒ d. Server



In computing, a server is a piece of computer hardware or software (computer program) that provides functionality for other programs or devices, called "clients". This architecture is called the client-server model. Servers can provide various functionalities, often called "services", such as sharing data or resources among multiple clients, or performing computation for a client. A single server can serve multiple clients, and a single client can use multiple servers. A client process may run on the same device or may connect over a network to a server on a different device. Typical servers are database servers, file servers, mail servers, print servers, web servers, game servers, and application servers.

The correct answer is: Server

### QUESTION 23

Correct

Mark 1.00 out of 1.00

Which of the following database concepts would MOST likely use a CSV file?

- ☐ a. Data persistence
- ☒ b. Data reports
- ☐ c. Data importing
- ☐ d. Data querying



The correct answer is: Data reports

### QUESTION 24

Correct

Mark 1.00 out of 1.00

Which of the following describes something in a database that refers to the unique identifier in the parent table?

- ☒ a. Attribute
- ☐ b. Foreign key
- ☐ c. Constraint
- ☐ d. Schema



The correct answer is: Attribute

QUESTION 25

Correct

Mark 1.00 out of 1.00

Which of the following is a compiled language?

- ☐ a. PowerShell
- ☐ b. Perl
- ☐ c. JScript
- ☒ d. Java



The correct answer is: Java

QUESTION 26

Correct

Mark 1.00 out of 1.00

Which of the following is a value that uniquely identifies a database record?

- ☐ a. Public key
- ☐ b. Private key
- ☐ c. Foreign key
- ☒ d. Primary key



The correct answer is: Primary key

QUESTION 27

Correct

Mark 1.00 out of 1.00

Which of the following is an advantage of installing an application to the cloud?

- ☐ a. Support is not required.
- ☐ b. Service is not required.
- ☐ c. Internet access is not required.
- ☒ d. Data is not stored locally.



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