**What is System Administration?**

1.Question 1

**A machine is having issues, so the user is responsible for getting the machine serviced. Which stage of the hardware lifecycle does this scenario belong to?**

ProcurementDeploymentMaintenanceRetiremen

**Ans:3**

**Correct**

Great job! The maintenance stage of the hardware cycle occurs when a machine needs to be serviced or fixed.

2.Question 2

**The machine has to be returned to the vendor for proper recycling. Which stage of the hardware lifecycle does this scenario belong to?**

ProcurementDeploymentMaintenanceRetirement

**Ans:4**

**Correct**

Yep! The retirement stage of the hardware cycle can include situations where a vendor recycles the machines.

3.Question 3

**The IT department sets up a user account and software. Which stage of the hardware lifecycle does this situation belong to?**

ProcurementDeploymentMaintenanceRetirement

**Ans:2**

**Correct**

Wohoo! The deployment stage of the hardware lifecycle usually occurs when a machine is first set up, like in this example.

4.Question 4

**A laptop gets replaced if there's a hardware issue. Which stage of the hardware lifecycle does this scenario belong to?**

ProcurementDeploymentMaintenanceRetirement

**Ans:3**

5.Question 5

**Which of these are common responsibilities of systems administrators?**

All of the aboveHelp users with issues, such as lost passwords and logon problemsWork in the background to make sure a company’s IT infrastructure is always workingConstantly troubleshoot problems, such as network issues

**Ans:1**

**Correct**

Right on! Employees need computers along with proper software to be productive! Fun fact: up to 25% of people forget their password at least once a day!

6.Question 6

**In smaller IT "shops," whose responsibility is it to form organizational computer and network policies?**

The sysadminCheif Executive OfficerChief Security OfficerBoard of directors

**Ans:** Cheif Executive Officer hobe na

**Incorrect**

Not quite. Please review the videos in the "Organizational Policies" module for a refresher.

7.Question 7

**An employee is leaving your company. Which of these steps are appropriate to take during offboarding? Check all that apply.**

Ask the user for their logon information

**This should not be selected**

Make a copy of the user's files

**This should not be selected**.

Wipe the machine for future use

**Correct**

You nailed it! If a user leaves the company, you’ll also have to wipe the machine, so that you can eventually reallocate it to someone else.

Remove the user's access to IT resources

**Correct**

**Ans:3,4**

8.Question 8

**As a sysadmin, you will find yourself doing business with a variety of third-party vendors. Which of these are likely to be rented or bought from a vendor? Check all that apply.**

Smartphones

**This should not be selected**

Video or audio conferencing machines

**Correct**

Great work! Video or audio conferencing machines that need vendor service will probably need to be handled by the sysadmin too.

Printers

**Correct**

Great work! Sysadmins might be responsible for making sure printers are working, or if renting a commercial printer, they have to make sure that the vendor can be on-site to fix it.

Fax machines

**Correct**

**Ans:2,3,4**

9.Question 9

**As sysadmin, you will have to prioritize issues. Which of these issues would be a top priority?**A central printer is down.A server stopped providing service to 100 users.A user has forgotten their password.A user's computer keeps crashing.

**Ans:**

**Incorrect**

Not quite. Please review the videos in the "Troubleshooting and Managing Issues" module for a refresher.

10.Question 10

**What factors are most important when planning for disaster and recovery? Check all that apply.**

Regular backups

**Correct**

Well done! Backups provide data redundancy in case of disaster. You can’t account for everything, but you can be prepared to recover from it.

Procure sturdy devices

**This should not be selected**

Not quite. Please review the videos in the "In Case of Fire, Break Glass" module for a refresher.

Physically distant backup location

**Correct**

Well done! It’s super important to make sure that your company’s data is routinely backed up somewhere, preferably far away from its current location. If the entire facility is compromised, your data will still be safe.

Deleting old backups

**Ans:1,3**

11.Question 11

**Which are examples of IT infrastructure? (Check all that apply)**

An organizations website

**Correct**

Great work! The Internet resources, including websites, of an organization are an important part of IT infrastructure!

Computers employees use to access the Internet

**Correct**

Great work! The devices and services end users need to utilize everyday are an important part of IT infrastructure!

A company's workforce

**This should not be selected**

Not quite. Please review the videos in the "What is Systems Administration" module for a refresher.

File sharing service for project files

**Correct**

Great work! Sharing files with peers is an important part of IT infrastructure!

**Ans:1,2,4**

12.Question 12

**Which are potential responsibilities of a sysadmin? (Check all that apply)**

payroll administration

**This should not be selected**

Not quite. Please review the videos in the "What is Systems Administration" module for a refresher.

Database administration

**Correct**

You got it! Sysadmin responsibilities may be various types of admionistration task, such as database administration.

Network administration

**Correct**

You got it! Sysadmin responsibilities may include different roles, such as Network Administrators.

Technical support

**Correct**

You got it! Problems happen. Confusions happen. Updates happen. Tech support is an important part of what any sysadmin will have to do.

**Ans:2,3,4**