

Introduction to System Administration and IT Infrastructure Services

What is System Administration?

Systems Administration Tasks

Applying Changes

Graded Assessments

Reading: Module 1 Glossary

10 min

Quiz: What is System Administration?

10 questions

▲ Try again once you are ready

Grade received 70%

Latest Submission Grade 70%

To pass 80% or higher

Submit your assignment

0 / 1 point

Try again

1. Whose responsibility is to develop organizational computer and network policies?

0 / 1 point

Try again

Chief Security Officer

Board of directors

The sysadmin

Chief Executive Officer

Incorrect

Please review the video [describing system administration](#)

Like

Dislike

Report an issue

2. Which of the following are potential responsibilities of a sysadmin? (Choose all that apply)

0.75 / 1 point

Payroll administration

This should not be selected

Please review the video [describing system administration](#)

Database administration

Correct

Technical support

Correct

Network administration

Correct

3. What device is commonly used to connect to and control multiple computers using a single keyboard, mouse, and monitor?

1 / 1 point

DNS server

Managed hub

Load Balancer

KVM switch

Correct

4. Which of the following tools is not provided by a KVM switch?

1 / 1 point

Printer

Keyboard

Monitor

Mouse

Correct

5. What are some disadvantages of cloud computing? (Choose all that apply)

0.5 / 1 point

Use less local storage space

This should not be selected

Please review the video about [the Cloud](#)

Becoming dependent on the cloud provider

Correct

It could potentially cost more

Correct

Not having to manage server hardware

This should not be selected

Please review the video about [the Cloud](#)

6. Which of the following are considerations when developing computer policies? (Choose all that apply)

0.75 / 1 point

Should users be able to install software

Correct

Should users be able to view non-work-related websites, like Facebook?

Correct

Should users be able to decide the brightness of their monitor?

This should not be selected

Please review the video about [organizational policies](#)

Should a password be set on an employee's company phone?

Correct

7. Broken computers are being eco-recycled. In which stage of the hardware lifecycle does this scenario belong to?

1 / 1 point

Maintenance

Deployment

Procurement

Retirement

Correct

8. When a machine is having issues, an IT Support Specialist has to file an RMA, or Return Merchandise Authorization form, with the vendor of the machine. Which stage of the hardware lifecycle does this scenario belong to?

1 / 1 point

Maintenance

Procurement

Deployment

Retirement

Correct

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

1 / 1 point

Deployment

Retirement

Maintenance

Procurement

Correct

10. An employee is starting at the company. Which of these steps are appropriate to take during onboarding? (Choose all that apply)

0 / 1 point

Install software the user needs on their machine

Correct

Collect the user's logon information

This should not be selected

Please review the video about [provisioning of users and hardware](#)

Providing instructions on how to log into their new machine, get email etc.

Correct

Ask the employee to provide a personal laptop

This should not be selected

Please review the video about [provisioning of users and hardware](#)

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