

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

🎉 Congratulations! You passed!

Grade received 90%

Latest Submission Grade 90%

Quizzes • 1h

Retake the assignment in 23h 57m

To pass 80% or higher

Go to next item

📄 Submit your assignment

📊 Your grade

📝 Your grade 90%

📝 View Feedback

We keep your highest score

1. Who works in a company's IT infrastructure is always working and is constantly fighting to prevent IT disasters from happening?
Due May 28, 11:59 PM +08 Attempts 3 every 24 hours

☐ The regional manager

☐ The CEO

☒ The system administrator (or sysadmin)

☐ The janitor

👍 Correct

👍 Like

🗨 Dislike

📄 Report an issue

2. Which of these are common responsibilities of systems administrators? Check all that apply.

☒ Constantly troubleshoot problems, such as network issues

👍 Correct

☒ Help users with issues, such as lost passwords and login problems

👍 Correct

☐ Help users to pick the right desktop chair

☒ Work in the background to make sure a company's IT infrastructure is always working

👍 Correct

3. Which type of server most closely resembles a desktop computer in appearance?

☐ Blade server

☐ DNS server

☒ Tower server

☐ Rack server

👍 Correct

4. What is a machine that uses services provided by a server called?

☐ VPN (Virtual Private Network)

☒ Client

☐ KVM switch

☐ Managed hub

👍 Correct

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

☐ Not having to manage server hardware

☒ Becoming dependent on the cloud provider

👍 Correct

☒ It could potentially cost more

👍 Correct

☐ Use less local storage space

6. What is it called when a regular time is set aside to update the company servers at once?

☐ Timed update

☒ Scheduled update

☐ Automatic update

☐ Batch update

❌ Incorrect

Please review the video about [routine maintenance](#)

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

☐ Procurement

☒ Retirement

☐ Maintenance

☐ Deployment

👍 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?

☐ Deployment

☒ Maintenance

☐ Retirement

☐ Procurement

👍 Correct

9. A script sets up user accounts and installs software for a machine. Which stage of the hardware lifecycle does this scenario belong to?

☒ Deployment

☐ Procurement

☐ Maintenance

☐ Retirement

👍 Correct

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

☐ Ask the employee to provide a personal laptop

☒ Install software the user needs on their machine

👍 Correct

☐ Collect the user's logon information

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

👍 Correct

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