

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 77.50%

Latest Submission Grade 77.50%

To pass 80% or higher

Quiz • 1h

Try again

1 / 1 point

Try again

1. Which company's infrastructure run by a single person?

☐ Apple

☒ A local small business

☐ Facebook

☐ Google

🔍 Receive grade

To Pass 80% or higher

👍 Correct

👍 Like

👎 Dislike

📄 Report an issue

2. Which are examples of IT infrastructure? (Choose all that apply).

☒ A company's workforce

☒ An organization's website

☒ Computers employees use to access the Internet

☒ File sharing service for project files

🔍 This should not be selected

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

👍 Correct

3. Of the following, which type of server hardware is the most space-efficient?

☒ Blade server

☐ KVM switch

☐ Rack server

☐ Tower server

👍 Correct

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

☐ Keyboard

☐ Monitor

☐ Mouse

☒ Printer

👍 Correct

5. If the cloud storage service that a business uses goes down, is that a problem that the system administrator is responsible for?

☐ Sometimes

☐ No

☒ Yes

👍 Correct

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

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

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

☒ Should users be able to install software

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

👍 Correct

7. A user is setting their computer's hostname and username. In which stage of the hardware lifecycle does this scenario belong to?

☒ Deployment

☐ Retirement

☐ Procurement

☐ Maintenance

👍 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?

☐ Retirement

☐ Deployment

☐ Procurement

☒ Maintenance

👍 Correct

9. An IT department uses a pre-used laptop out of their hardware inventory for a new user. Which stage of the hardware lifecycle does this scenario belong to?

☐ Retirement

☐ Maintenance

☐ Procurement

☒ Deployment

🔍 Incorrect

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

0 / 1 point

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

☒ Wipe the machine for future use

☒ Ask the user for their logon information

☒ Let the employee keep the company laptop

☒ Remove the user's access to IT resources

🔍 This should not be selected

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

🔍 This should not be selected

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

👍 Correct

Your grade

77.50%

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