**1.** Whose responsibility is it to form organizational computer and network policies?

**0 / 1 point**

○ Board of directors

○ The sysadmin

○ Chief Executive Officer

◉ Chief Security Officer

⊗ **Incorrect**
Please review the video describing system administration

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

**1 / 1 point**

☑ Constantly troubleshoot problems, such as network issues

✓ **Correct**

☐ Help users to pick the right desktop chair

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

✓ **Correct**

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

✓ **Correct**

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

**1 / 1 point**

○ KVM switch

○ Tower server

○ Rack server

◉ Blade server

✓ **Correct**

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

**1 / 1 point**

◉ Client

○ Managed hub

○ KVM switch

○ VPN (Virtual Private Network)

✓ **Correct**

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

**1 / 1 point**

◉ Yes

○ Sometimes

○ No

✓ **Correct**

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

**1 / 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?

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

✓ **Correct**

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

1 / 1 point

- ◉ Maintenance
- ○ Retirement
- ○ Procurement
- ○ 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?

1 / 1 point

- ◉ Maintenance
- ○ Retirement
- ○ Procurement
- ○ Deployment

✓ **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?

0 / 1 point

- ◉ Deployment
- ○ Retirement
- ○ Maintenance
- ○ Procurement

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

**10.** Which of the following is not one of the main stages of the hardware lifecycle?

1 / 1 point

- ○ Deployment
- ○ Procurement
- ○ Maintenance
- ◉ Recycling

✓ **Correct**