Google IT Support Certificate: Course 1: Technical Support Fundamentals

Week 5: Software

Practice Quiz - Introduction to Software

| Question 1: |
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| The type of software that can be used for free and is open to modify, share, and distribute is called |
| Open source |
| Commercial software |
| Programming |
| Coding |
| |
| |

Open Source is a type of free software that is developed by a community of volunteer programmers.

Question 2:

As an IT support specialist, you are required to do which of the following?

Install all the software requested by the users.

Ensure that your company uses abstraction.

Check the license agreement of any software before installing.

Use binary code to communicate with computers.

As an IT professional, it is important to check the license agreement of any software before you install it. Some of them could require you to pay for a license in order to use it.

Question 3:

What type of software is used to keep the core system running?

System software

Software versions

Web browser

Application software

System Software is software used to keep our core system running, like operating system tools and utilities.

Question 4:

Why is basic knowledge of scripting an important tool for IT professionals to have?

Initiating Updates

Programming

Automating basic functions

Python Scripting

As an IT professional, you may need to improve workflow efficiency by automating basic functions with a scripting language.

| Question 5: |
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| is/are a key component to programming, and helped to pave the road that led us to today's modern computing. |
| Binary code |
| Compilers |
| Interpreters |
| Script |

A compiled programming language sends human readable instructions through a compiler. The compiler takes the human instructions and compiles them into machine instructions.