Google IT Support Certificate: Course 1: Technical Support Fundamentals

Week 1: Introduction to IT

Practice Quiz - Computer Architecture

Question 1:

What does the hardware layer in computer architecture include?

Operating system

Physical components of a computer

These are objects you can physically hold. Laptops, phones, monitors, keyboards, etc.

Software applications

How the computer is maintained, operated, and programmed

These are objects you can physically hold. Laptops, phones, monitors, keyboards, etc.

Question 2:

What are the four main layers of computer architecture?

Binary, Hardware, Operating System, Software

Hardware, Windows, Software, User

Hardware, Operating System, Software, User

Computer, Operating System, Software, User

The layers of computer architecture are the hardware, operating system, software, and user layers.

Question 3:

Which layer deals with how humans interact with computers?

Hardware

User

Operating System

Software

When you use a computer, you interact with a vast amount of software, whether it's an application, a web browser, a word processor, or the operating system itself.

Question 4:

What's a critical aspect of working as an IT support professional?

The human element

Designing and creating complex programs

Understanding how operating systems work

Building computers

While IT professionals work with computers every day, it is the user interaction that makes up most of their job, from responding to user emails to troubleshooting computers.