Test - Operational Procedures 50Qs

Question #1 of 50

Which statement is more effective when dealing with a customer who keeps having the same problem?

A) "Often this type of problem is caused when a computer is not shut down properly."

B) "I do not know what is causing this problem."

C) "You should have shut down your computer properly."

D) "You should never shut down your computer that way."

Question #2 of 50

Cathy is opening the case of a computer to add some memory and perform some additional maintenance. She wants to ensure that a static charge is not built up in her body. How can she proceed safely?

A) She should connect her grounding strap to the system board.

B) She should unplug the computer.

C) She should connect her grounding strap to a line voltage source.

D) She should use an ESD strap.

Question #3 of 50

While performing preventative maintenance on a user's computer, you notice several offensive files on the user's computer. Your company does not have an Acceptable Use policy. What should you do?

A) Inform the user that the files must be removed.

B) Contact the user's supervisor.

C) Contact your supervisor.

D) Remove the offensive files.

You know the IP address of a computer that is downloading copyrighted material. Which of the following would help you identify the location of that computer?

A) Knowledge base/articles

B) Network topology diagrams

C) Password policy

D) Acceptable use policy

You are documenting the proposal for a major change. What part of the documentation would address the potential impact of failure?

A) Scope the change

B) Documented business processes

C) Backout plan

D) Risk analysis

You use two different backup and recovery options. For full backups, you use cloud storage, and for incremental backups you use local storage. What type of backup is an incremental backup?

A) account recovery

B) critical applications

C) file-level

D) image-level

You are at a customer's site. The customer reports problems staying connected to the Internet, but does not provide any specific information. What should you do to gather more information on the problem?

A) Troubleshoot the problem as reported.

B) Attempt to connect to the Internet from the customer's computer.

C) Escalate the problem.

D) Ask the customer to demonstrate the problem.

A major fire is detected in the basement of your company and a fire alarm is raised.

What should be the FIRST step?

A) Call the emergency personnel.

B) Evacuate the building.

C) Turn off the electricity.

D) Locate the fire extinguisher to douse the fire.

E) Determine the type of fire.

You are troubleshooting a computer issue at a customer location. Which guidelines should you follow? (Choose all that apply.)

A) Respect the customer's property.

B) Avoid using technical jargon.

C) Ask clarifying questions.

D) Skip any steps that the customer has already taken.

You have been assigned a troubleshooting job for a user in the human resources department. When you arrive, you notice that a spreadsheet that contains confidential employee information is open on the user's computer. What should you do?

A) Minimize the spreadsheet.

B) Ask the user to close the spreadsheet.

C) Close the spreadsheet.

D) Leave the spreadsheet alone as long as the user is present.

Which two methods would be the most effective in assisting with inventory management? (Choose two.)

A) Regulatory and compliance policies

B) Asset tags

C) Incident documentation

D) Barcodes

You need to update your backup and recovery policy. You have read that a company was out of business for quite some time when a tornado destroyed the neighborhood bank, and with it, the company's backup media. You want to re-examine and re-evaluate your backup and recovery policy to address this issue. Which specific area should you re-evaluate?

A) Image-level backups

B) Cloud storage vs local storage backups

C) Account recovery options

D) Backup testing

You need to perform a backup on a Windows computer. You only want to back up those files that have changed or have not been previously backed up. You also do not want them to be marked as backed up. Which type of backup would you choose?

A) daily

B) copy

C) incremental

D) normal

E) differential

There are different types of fire extinguishers on the market. Which fire extinguishing substances can be used for multiple types of fires? (Choose all that apply.)

A) halon

B) dry chemicals

C) water

D) CO2

Michael is learning about hard drives and how they should be properly installed. What factor do you tell him is MOST likely to harm the data on SATA hard drives and backup tapes?

A) magnets

B) EMI

C) ESD

D) RFI

You are an on-site technician at a customer's residence to fix a new motherboard. You find that the carpet of the computer room has become damp due to moisture.

Which precaution should you take?

A) Wear an anti-static wrist strap.

B) Wear rubber-soled shoes.

C) Place the computer and all the hardware components on an anti-static bag.

D) Use rubber-handled needle nose pliers for all maintenance tasks.

E) Ask the customer to remove the damp carpet.

You are assembling a personal computer. You remove the packaging material from different hardware components, such as memory chip and motherboard.

Where should you place these hardware components to prevent damage from positive and negative charges?

A) Place them on a tile floor.

B) Hold them in your hands while wearing a pair of lint-free gloves.

C) Place them on a wooden table.

D) Place them in an anti-static bag.

E) Place them on a piece of newspaper.

An electrical fire has started in your server room. Which type of fire extinguisher should you use?

A) Class A

B) Class B

C) Class D

D) Class C

Question #19 of 50

As a technician who frequently observes electrostatic discharge (ESD) damage to parts, you have become concerned about the presence of contributing factors in your work area. Which environmental condition is likely to cause ESD problems?

A) low humidity

B) low temperatures

C) high humidity

D) high temperatures

Question #20 of 50

What should be your first line of network security defense?

A) Password policy

B) Knowledge base/articles

C) Incident documentation

D) Network topology diagrams

Question #21 of 50

You are the desktop technician for your company. Your company has a strict security policy in place. While troubleshooting the computer issue, you discover that a user has given her password to two co-workers in her department at the request of her supervisor. This is in direct violation of the company's security policy.

What should you do?

A) Explain the company security policy to the supervisor.

B) Explain the company security policy to the user.

C) Inform your supervisor of the department's violation of the security policy.

D) Tell the user to change her password and to keep it a secret.

You detect the humidity of your server room fluctuating towards the lower side.

What could be the possible effect of low humidity in server room?

A) corrosion

B) electric shock

C) static electricity

D) power fluctuations

While servicing a printer issue, a user asks you to install a new software application. The application is not listed on the company's approved software list. In addition, the installation media is a compact disc with the application's name hand-written on it.

What should you do?

A) Instruct the user that he must obtain installation approval.

B) Instruct the user that he must obtain installation approval and a licensed copy of the software.

C) Contact your supervisor.

D) Contact the user's supervisor.

While servicing a computer at a customer location, you notice a memo regarding an upcoming secret merger that will affect the customer's publicly traded stock. What should you do?

A) Tell your friends about the upcoming merger.

B) Contact your stockbroker and purchase the company's stock.

C) Keep the information confidential.

D) Make a copy of the memo, and sell the memo to the press.

You have recently diagnosed a video problem with a customer's computer. You suspect that the video card or monitor has failed. An IT technician is being dispatched. Which rule should NOT be followed for the site visit?

A) Explain any repairs made.

B) Take the appropriate parts and tools.

C) Ask the customer to clean up the repair site.

D) Ask the customer to demonstrate the problem.

You are a technician working at a client's residence, and you leave some wires uncovered. A child comes in contact with the uncovered wires and is electrocuted. You rush to help the child.

What should you do FIRST?

A) Turn off the power supply.

B) Take the child to a doctor.

C) Pull the child away from the wires.

D) Give cardiopulmonary resuscitation to the child.

You work in a multinational organization. Your colleagues in Germany ask how you are doing with GDPR. To what do they refer?

A) Knowledge base/articles

B) Regulatory and compliance policies

C) Incident documentation

D) Password policy

You are training new users about software licensing, DRM, and EULA. Which of the following licensing models allow you to modify an application's code, creating a customized version of the software?

A) Open-source license

B) Personal license

C) Enterprise license

D) Commercial license

A customer has contacted you and is angry about your company's service. During the call, you discover that another technician responded initially to the customer's issue.

What should you do first?

A) Ask for clarification.

B) Stay calm.

C) Ask the customer what would make the situation better.

D) Transfer the customer to the technician who initially handled the issue.

Which factors generate and promote the transmission of electrostatic discharge (ESD) to devices? (Choose all that apply.)

A) improper grounding

B) humidity less than 40 percent

C) moving people

D) humidity greater than 40 percent

E) moving machines

While discussing a computer problem with a user, you realize that solving the problem requires a level of expertise that you do not have. How should you handle this problem?

A) Put the user on hold, and call your supervisor.

B) Tell the user you do not know how to fix his problem.

C) Ask the user if you can transfer him to appropriate personnel.

D) Go through a few troubleshooting steps.

While servicing some computer equipment, you overhear a conversation about company-wide pay raises. What should you do?

A) Tell your supervisor about the pay raise.

B) Tell your co-workers about the pay raise.

C) Keep the information confidential.

D) Send an anonymous e-mail to all company employees about the pay raise.

Jane is new to the PC technician world and is curious about ESD. Which steps would you tell her to use as preventive measures against static electricity? (Choose all that apply.)

A) Wear leather-soled shoes.

B) Ensure that the humidity level does not become too high.

C) Ensure that sensitive areas, such as server rooms, are carpeted.

D) Have proper grounding of building and outlets.

E) Wear anti-static bands while servicing computer components.

You need to conduct a drill to determine the effectiveness of your disaster recovery plan. Which of the following items would you include in that drill? (Choose all that apply)

A) Image-level recovery

B) UPS testing

C) Backup testing

D) Surge protector testing

It has been requested that your team make a significant change to the organization's infrastructure. What type of documentation should you look for in the change plan that would allow you to recover if you see that things are not going as hoped?

A) Backout plan

B) Purpose of the change

C) Documented business processes

D) End-user acceptance

All of the following are examples of pirated software, EXCEPT:

A) installing OEM software from the same installation CD on multiple computers

B) installing software from the same installation CD on multiple computers

C) installing software from the same installation CD using multiple licenses

D) installing an application using an installation CD with the application name written on it

A customer calls with a desktop computer issue. After actively listening to the customer, you have several questions you need answered. What is the purpose of asking pertinent questions AFTER using active listening during a customer call?

A) to develop dialogue

B) to develop understanding

C) to show interest

D) to develop trust

You work in a part of the country where thunderstorms and lightning are frequent and severe. A key computer was severely damaged by a nearby lightning strike, frying the motherboard and damaging the hard drive. For the future, what might you include in your update to the disaster prevention manual?

A) Critical application

B) Account recovery options

C) UPS

D) Surge suppression

You are at a customer's workplace troubleshooting a computer problem. Your mobile phone rings, and you notice it is a co-worker calling. You ask the customer for permission to take the call and you go into another room.

The co-worker wants to discuss a meeting that is planned for next week. What should you do?

A) Call your supervisor to report the co-worker.

B) Tell the co-worker you will return the call when your service call is complete.

C) Discuss the meeting, and return to the customer when the call is complete.

D) Discuss the meeting while troubleshooting the computer problem.

You arrive at a customer's home to fix a computer. The computer is located in the bedroom of the customer's 8-year-old daughter. While attempting to fix the problem, the child repeatedly interrupts you and asks questions.

What should you do?

A) Move the computer into another room where the parent is located.

B) Tell the child to leave you alone while you are working.

C) Ask the parent to take the child into another room while you are working.

D) Take the computer back to your office to complete the repair.

When explaining new equipment features to a customer, all of the following are acceptable practices, EXCEPT:

A) Sit beside the customer.

B) Use the correct acronyms with the customer.

C) Avoid interrupting the customer.

D) Make direct statements to the customer.

A customer has contacted you and expressed anger about the service provided by your company. During the call, you discover that another technician responded to the customer's original issue. In spite of the customer's tone, you remain calm.

What should you do next?

A) Ask the customer what would make the situation better.

B) Transfer the customer to a supervisor.

C) Ask for clarification.

D) Listen to the entire complaint.

You are attempting to repair a computer in a customer's home. In the room in which the computer is located, the television is turned on and the volume is turned up. You keep losing your train of thought during the troubleshooting process. What should you do?

A) Ask the customer to turn down the volume on the television.

B) Move the computer into another room to complete the repair.

C) Take the computer back to your office to complete the repair.

D) Turn down the volume on the television.

A customer calls you to report a video problem with his computer. The customer starts to explain the symptoms of the problem. What should you do first?

A) Interrupt him, and obtain only the relevant information.

B) Allow him to finish his explanation, but record only the information you feel is relevant.

C) Interrupt him, and obtain only the basic information.

D) Allow him to finish his explanation, and record all the details he gives you.

Mary has inherited a bunch of older laptops that need their batteries replaced. Which statements are true regarding proper disposal of unusable and old Ni-cad batteries that she should utilize?

A) Unusable alkaline batteries should not be thrown in the garbage.

B) Unusable alkaline batteries should be handed over to the supplier.

C) Unusable Ni-cad batteries should be thrown in a water body.

D) Unusable Ni-cad batteries should be given to a hazardous waste disposal facility.

E) Unusable Ni-cad batteries can be thrown in the garbage.

Kristen purchased a new laptop for her daughter Kate for her birthday. You have been asked to give Kate specific instructions on why she should avoid placing her new laptop on her lap without a laptop cooling pad underneath. What is the reason for this?

A) It causes the hard drive to operate at an angle.

B) It causes static electricity to be transmitted to the notebook.

C) It prohibits airflow through the openings on the bottom.

D) It causes repetitive stress issues for the user.

All of your telephone support technicians are trained in proper telephone etiquette, but you notice that sometimes you overhear some of them not following all of the techniques suggested. In your weekly team meeting, what can you recommend that they NOT do when dealing with an aggressive customer?

A) Paraphrase what the customer said.

B) Ask for clarification.

C) Match the customer's tone of voice.

D) Ask what would make the situation better.

You are a desktop administrator for Nutex Corporation. A user in the human resources department is unable to open the browser on their computer. You go to the customer's desk to troubleshoot the problem. While you are there, you notice confidential documents regarding an employee's recent disciplinary action sitting next to the keyboard.

What should you do?

A) Read the information on the document, and inform your co-workers of its contents.

B) Turn the documents over.

C) Read the information on the document, but keep the information confidential.

D) Store the papers in a drawer.

Question #49 of 50

You want to prevent your computer from any type of electrostatic discharge (ESD) while servicing the computer. Which actions should you NOT perform while servicing the computer? (Choose two.)

A) Keep your one hand in contact with bare metal frame of computer at all times.

B) Wear an anti-static wristband.

C) Ensure that the room in which computer is serviced is carpeted.

D) Ensure that the room in which computer is serviced is cool and dry.

E) Wear cotton clothes.

Question #50 of 50

You have several cathode ray tube (CRT) monitors that no longer function. You need to dispose of them. What should you do?

A) Send them to an electronics recycler.

B) Throw them in the trash.

C) Donate them to your favorite charity.

D) Dissemble them, and throw the non-reusable parts in the trash.