INFORMATION TECHNOLOGY

CONCEPTS

(391)

—OPEN EVENT—

REGIONAL – 2019

DO NOT WRITE ON TEST BOOKLET

***TOTAL POINTS (100 points)***

**Failure to adhere to any of the following rules will result in disqualification:**

1. **Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
2. **No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
3. **Electronic devices will be monitored according to ACT standards.**

No more than sixty (60) minutes testing time

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*Workplace Skills Assessment Program* competition.

**MULTIPLE CHOICE**

Identify the choice that best completes the statement or answers the question. Mark A if the statement is true. Mark B if the statement is false.

1. Which of the following appears on the right side of any Windows 8 screen when you move your pointer to a right corner?
2. Live tile
3. Memory Manager
4. Charms bar
5. System tray
6. Which element of the Windows 7 GUI gives windows a glassy appearance, but also consumes more hardware resources?
   1. Control panel
   2. Aero user interface
   3. Charms interface
   4. Logic interface
7. The top of a top-down hierarchical structure of subdirectories is called which of the following?
   1. Base directory
   2. Root directory
   3. Top directory
   4. Volume directory
8. Even though a computer running Windows might have multiple volumes, the computer only has one root directory for all volumes combined.
   1. True
   2. False
9. What term is used to describe software that controls a computer?
   1. Programming language
   2. RAM config
   3. BIOS
   4. Operating system
10. Which of the following is a collection of support tools used by technicians to support Windows, hardware, applications, and users?
11. Print Management
12. Event Viewer
13. Console
14. BitLocker’
15. Windows uses the file extension to know which application to open to manage the file, which is called the file association.
    1. True
    2. False
16. A 64-bit OS performs better than a 32-bit OS, but what does it require more of?
    1. Hard drive space
    2. Memory
    3. Fans
    4. CPU processor cache
17. Which of the following is a centralized location used to solve problems with security and maintenance?
    1. Network and Sharing
    2. Action
    3. Solutions
    4. Control
18. Which of the following is used to protect the Windows operating system against malware?
    1. UAC
    2. Libraries
    3. Hidden file extensions
    4. Read-only file attributes
19. You can use MSconfig as a temporary fix to disable a program or service at startup.
    1. True
    2. False
20. Which command can be typed into the Windows 8 Run box or the Windows 7 search box in order to launch the Services console?
    1. services
    2. services.pgm
    3. services.msc
    4. servicescon.exe
21. To end a process on the Details tab of Task Manager, right-click the process and select which of the following from the shortcut menu?
    1. Shut Down Process
    2. Quit Process Tree
    3. Stop Process Tree
    4. End Process Tree
22. Which log should you look in to find events triggered by Windows components, such as a device driver failing to load or a problem with hardware?
23. System log
24. Security log
25. Forwarded Events log
26. Setup log
27. The most important registry key containing hardware, software, and security data is which of the following?
    1. HKEY\_CURRENT\_CONFIG (HKCC)
    2. HKEY\_LOCAL\_MACHINE (HKLM)
    3. HKEY\_CLASSES\_ROOT (HKCR)
    4. HKEY\_CURRENT\_USER (HKCU)
28. What percentage of drive C: free space does the text recommend that technicians should strive for?
    1. 5%
    2. 25%
    3. 10%
    4. 15%
29. Which of the following tools can be used to help find and eliminate unnecessary startup programs?
    1. Reliability Monitor
    2. System Information Utility
    3. System Configuration
    4. ReadyBoost
30. Which Windows feature uses a flash drive or secure digital (SD) memory card to boost hard drive performance?
    1. MSCONFIG
    2. ReadyBoost
    3. FastDrive
    4. RAID5
31. When deleting program files, if you don’t find the program on the Processes tab, which tab should you check next?
32. Services
33. App history
34. Startup
35. Performance
36. The Services console may be used to permanently remove startup entries from startup.
    1. True
    2. False
37. The easiest way to clean up temporary files is to use which of the following utilities on the drive properties box?
    1. Error Checking
    2. Defragmentation
    3. Disk Cleanup
    4. Backup
38. By default, Windows automatically defragments magnetic hard drives daily.
    1. True
    2. False
39. Which of the following can support up to 128 partitions and is required for drives larger than 2 TB?
40. GPT partitions
41. FAT32 file system
42. exFAT file system
43. MBR partitions
44. Which utility can be used to check the drive for errors and recover data?
    1. Xcopy
    2. Defrag
    3. Format
    4. Chkdsk
45. What file is called virtual memory and is used to enhance the amount of RAM in a system?
    1. Pagefile.sys
    2. MSCONFIG.sys
    3. VCONFIG.sys
    4. RAM.sys
46. What Windows utility can be used to resize partitions?
    1. Disk Management
    2. MSCONFIG
    3. RAID Setup
    4. Sizer
47. Which disk status indicates the disk has been sensed by Windows and can be accessed by either reading or writing to the disk?
    1. online
    2. active
    3. basic
    4. allocated
48. When a hard disk is initialized, Windows identifies the disk as which of the following?
49. Simple volume
50. Dynamic disk
51. Basic disk
52. Storage space
53. Which disk status indicates that a dynamic disk has become corrupted or is unavailable?
54. Unallocated
55. Offline
56. Formatting
57. Foreign drive
58. In Storage Spaces, the space can be configured as if it has more virtual storage than the physical drives actually offer by using what feature?
    1. thin provisioning
    2. overclocking
    3. Speed config
    4. MSCONFIG
59. The Windows operating Original Equipment Manufacturer (OEM) version can only be installed on a new PC for resale.
    1. True
    2. False
60. Windows 7 \_\_\_\_\_\_\_\_ is designed for low-cost home systems that do not require full security and networking features.
    1. Starter
    2. Home Basic
    3. Home Premium
    4. Anytime
61. A 64-bit driver will not work within a 32-bit OS.
    1. True
    2. False
62. An upgrade license costs considerably less than the clean install license.
    1. True
    2. False
63. A(n) \_\_\_\_\_\_\_\_ allows a user to install the new OS without disturbing the old one, allowing you to boot either OS.
    1. dual boot
    2. RAM
    3. RAID
    4. Sequencing cycle
64. A(n) \_\_\_\_\_\_\_\_ installation uses an answer file.
    1. recovery CD
    2. unattended
    3. network
    4. drive imaging
65. Drive \_\_\_\_\_\_\_\_ replicates a drive to a new computer or to another drive on the same computer.
    1. Cloning
    2. Sequencing
    3. Imaging
    4. Synchronizing
66. A(n) \_\_\_\_\_\_\_\_ is software that simulates the hardware of a physical computer.
    1. virtual machine
    2. prototype
    3. simulation
    4. OS
67. After activating the OS, a user has \_\_\_\_\_\_\_\_ days to install Windows Vista or XP.
    1. 15
    2. 30
    3. 45
    4. 60
68. A(n) \_\_\_\_\_\_\_\_ is a type of peer-to-peer (P2P) network, which is a network managed by each computer without centralized control.
    1. Domain
    2. Workhome
    3. Groupshare
    4. Workgroup
69. Which of the following best describes a record of a repair request that is used to track what is happening to resolve the repair?
70. Ticket
71. Call
72. Software request
73. Control
74. When dealing with an irate customer, you should:
    1. Defend yourself
    2. Blame others
    3. Listen and acknowledge the problem
    4. Offer to call the customer at a later time
75. When should you escalate a problem?
    1. When the problem is resolved
    2. Before getting customer contact information
    3. During the initial contact with a customer
    4. When you lack access to more extensive resources
76. Troubleshooting should always begin with which of the following steps?
77. Examine the system
78. Make your best guess
79. Interview the user
80. Test your theory
81. Software that is designed and written to help solve problems is known as which of the following?
82. Call tracking software
83. Expert system
84. Ticket management software
85. Device Manager
86. What tool can be used to look for errors with other applications or with key hardware components such as the hard drive?
87. Performance Monitor
88. System File Checker
89. Reliability Monitor
90. Memory Diagnostics
91. Which command can be used to eliminate the hard drive as the source of an application error?
    1. mdsched
    2. chkdsk /r
    3. rstrui
    4. sfc /scannow
92. What boot option loads Windows with a minimum configuration and can create a stable environment when Windows gets corrupted?
    1. BIOS
    2. Safe Mode
    3. Neutral Mode
    4. Basic OS
93. Which Microsoft Management Console snap-in can be used to register components?
    1. Component Services (COM+)
    2. IP Services (IP)
    3. Startup Services (MSCONFIG)
    4. Configuration (CONF+)
94. Which command line tool can be used to list processes on the command line?
    1. Tasklist
    2. Taskkill
    3. Taskshow
    4. Listproc