ANSWERS

QUESTION 1

Which one of these answers is NOT TRUE? MS Excel is a spreadsheet program that:

(c) Part of the Apple Mac Computers Suite.

QUESTION 2

Which one of these answers is NOT TRUE? MS Word is a processor program that:

(d)   Its quick evolution makes it difficult for offices to follow the new versions.

QUESTION 3

Please link the left elements of Servers with their description on the right:

(A) DHCP server		(1) **B.** Code which can identify both the sender and the receiver of a message.
(B) IP		(2) **C.** Native file system of Windows NT
		(3) **A.** Dynamically assigns internet protocol.
(C) NTFS			

QUESTION 4

Which one of these elements is TRUE regarding computer networking in a Small office / Home office (SOHO)?

(d)   All of the above.

QUESTION 5

The IT Support specialist deals very often with clients – not only computers. Which one of these statements is TRUE?

(b) The specialist most know and be able to use various telephone calling techniques, address proper questions, complete forms, and be able to transmit this info to other specialists.

QUESTION 6

The problem solving techniques and processes are very important to your function. Which one of these definitions is NOT TRUE?

(a)   An Incident is a planned interruption.

QUESTION 7

Use of visual presentations, with the assistance of computers, is a must for all accounting, budgeting, marketing, management departments. They're often done with the software MS PowerPoint. Which one of these statements is NOT TRUE?

(c)   The software has a permanent safety which makes it incompatible with other MS Software.

QUESTION 8

In the following list, all of the elements listed are Peripheral devices. Which of these are Input, Output or Both?

Input	Output	Both
Graphics tablet, Webcam	**Loudspeaker, Monitor**	**Hard disk drive, Teleprinter**

QUESTION 9

Please find the ERROR in this text taken from Wikipedia for the definition of 'Information technology'. Which <u>one</u> of the Core Services DOES NOT belong there?

> IT provides businesses with (various) sets of core services to help execute the business strategy: business process automation, providing information, connecting with customers, **office space optimization**, and productivity tools.

QUESTION 10

You need to troubleshoot a problem regarding Windows NT Operating System. Therefore, you could have to verify these following elements. Please link the correct definitions together.

(A) Task manager

(B) Event viewer

(C) Task scheduler

(1) **C.** Assists in the launch of scripts.

(2) **A.** Provides information on the programs, processus and general status of the computer.

(3) **B.** Provides information in a centralized log service.