

Questions Only**QUESTION 1**

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

- (a) It allows users to insert and manipulate data.
- (b) It permits the user to insert cells, add mathematical formulas, order data and sort lists.
- (c) It is part of the Apple Mac Computers Suite.
- (d) It is an electronic spreadsheet program which allows options for manipulating and ordering numbers.

QUESTION 2

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

- (a) Allows a user to create, edit and modify text-based documents that can be printed or used electronically.
- (b) Can be used to generate flyers, brochures and letters with available templates.
- (c) Can integrate tables and charts from MS Excel.
- (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) Code which can identify both the sender and the receiver of a message. |
| (B) IP | (2) Native file system of Windows NT |
| (C) NTFS | (3) Dynamically assigns internet protocol. |

QUESTION 4

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

- (a) The market driver is currently High speed internet and it's multi-use in the household.
- (b) Various computers in a small office can use, if well configured, the same modem, scanner and printer.
- (c) Game and entertainment software are often associated with graphics and audio.
- (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?

- (a) Clients are 'requests/orders' from outside the company.
- (b) The specialist must 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.
- (c) All specialists call handle calls/emails from clients and should be autonomous in completing their task list.
- (d) A customer survey is used to diminish the performance of the service and the company's strategy.

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.
- (b) The Service desk is the point of contact of the users and the providers.
- (c) A Process is a set of activities used to accomplish an objective.
- (d) A Problem is the cause of one or more incidents.

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?

- (a) PowerPoint presentations are tools made to assist in attracting or influencing the audience.
- (b) They are a leader in today's learning forums, training sessions, and business meetings.
- (c) The software has a permanent safety which makes it incompatible with other MS Software.
- (d) The ITSS specialist will know how to create, edit and format the presentations.

QUESTION 8

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

Graphics tablet, Hard disk drive, Loudspeaker, Monitor, Teleprinter, Webcam

Input	Output	Both

QUESTION 9

Please find the ERROR in this text taken from Wikipedia for the definition of 'Information technology'. Which one 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. You'll have to verify these elements. Please link the correct definitions together.

- | | |
|--------------------|---|
| (a) Task manager | (1) Assists in the launch of scripts. |
| (b) Event viewer | (2) Provides information on the programs, processus and general status of the computer. |
| (c) Task scheduler | (3) Provides information in a centralized log service. |