

# 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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**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?
  - A. Live tile
  - B. Memory Manager
  - C. Charms bar
  - D. System tray
  
2. Which element of the Windows 7 GUI gives windows a glassy appearance, but also consumes more hardware resources?
  - A. Control panel
  - B. Aero user interface
  - C. Charms interface
  - D. Logic interface
  
3. The top of a top-down hierarchical structure of subdirectories is called which of the following?
  - A. Base directory
  - B. Root directory
  - C. Top directory
  - D. Volume directory
  
4. Even though a computer running Windows might have multiple volumes, the computer only has one root directory for all volumes combined.
  - A. True
  - B. False
  
5. What term is used to describe software that controls a computer?
  - A. Programming language
  - B. RAM config
  - C. BIOS
  - D. Operating system
  
6. Which of the following is a collection of support tools used by technicians to support Windows, hardware, applications, and users?
  - A. Print Management
  - B. Event Viewer
  - C. Console
  - D. BitLocker'
  
7. Windows uses the file extension to know which application to open to manage the file, which is called the file association.
  - A. True
  - B. False

8. A 64-bit OS performs better than a 32-bit OS, but what does it require more of?
  - A. Hard drive space
  - B. Memory
  - C. Fans
  - D. CPU processor cache
  
9. Which of the following is a centralized location used to solve problems with security and maintenance?
  - A. Network and Sharing
  - B. Action
  - C. Solutions
  - D. Control
  
10. Which of the following is used to protect the Windows operating system against malware?
  - A. UAC
  - B. Libraries
  - C. Hidden file extensions
  - D. Read-only file attributes
  
11. You can use MSconfig as a temporary fix to disable a program or service at startup.
  - A. True
  - B. False
  
12. Which command can be typed into the Windows 8 Run box or the Windows 7 search box in order to launch the Services console?
  - A. services
  - B. services.pgm
  - C. services.msc
  - D. servicescon.exe
  
13. 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?
  - A. Shut Down Process
  - B. Quit Process Tree
  - C. Stop Process Tree
  - D. End Process Tree
  
14. 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?
  - A. System log
  - B. Security log
  - C. Forwarded Events log
  - D. Setup log

15. The most important registry key containing hardware, software, and security data is which of the following?
  - A. HKEY\_CURRENT\_CONFIG (HKCC)
  - B. HKEY\_LOCAL\_MACHINE (HKLM)
  - C. HKEY\_CLASSES\_ROOT (HKCR)
  - D. HKEY\_CURRENT\_USER (HKCU)
  
16. What percentage of drive C: free space does the text recommend that technicians should strive for?
  - A. 5%
  - B. 25%
  - C. 10%
  - D. 15%
  
17. Which of the following tools can be used to help find and eliminate unnecessary startup programs?
  - A. Reliability Monitor
  - B. System Information Utility
  - C. System Configuration
  - D. ReadyBoost
  
18. Which Windows feature uses a flash drive or secure digital (SD) memory card to boost hard drive performance?
  - A. MSCONFIG
  - B. ReadyBoost
  - C. FastDrive
  - D. RAID5
  
19. When deleting program files, if you don't find the program on the Processes tab, which tab should you check next?
  - A. Services
  - B. App history
  - C. Startup
  - D. Performance
  
20. The Services console may be used to permanently remove startup entries from startup.
  - A. True
  - B. False
  
21. The easiest way to clean up temporary files is to use which of the following utilities on the drive properties box?
  - A. Error Checking
  - B. Defragmentation
  - C. Disk Cleanup
  - D. Backup

22. By default, Windows automatically defragments magnetic hard drives daily.
  - A. True
  - B. False
  
23. Which of the following can support up to 128 partitions and is required for drives larger than 2 TB?
  - A. GPT partitions
  - B. FAT32 file system
  - C. exFAT file system
  - D. MBR partitions
  
24. Which utility can be used to check the drive for errors and recover data?
  - A. Xcopy
  - B. Defrag
  - C. Format
  - D. Chkdsk
  
25. What file is called virtual memory and is used to enhance the amount of RAM in a system?
  - A. Pagefile.sys
  - B. MSCONFIG.sys
  - C. VCONFIG.sys
  - D. RAM.sys
  
26. What Windows utility can be used to resize partitions?
  - A. Disk Management
  - B. MSCONFIG
  - C. RAID Setup
  - D. Sizer
  
27. Which disk status indicates the disk has been sensed by Windows and can be accessed by either reading or writing to the disk?
  - A. online
  - B. active
  - C. basic
  - D. allocated
  
28. When a hard disk is initialized, Windows identifies the disk as which of the following?
  - A. Simple volume
  - B. Dynamic disk
  - C. Basic disk
  - D. Storage space

29. Which disk status indicates that a dynamic disk has become corrupted or is unavailable?
- A. Unallocated
  - B. Offline
  - C. Formatting
  - D. Foreign drive
30. 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?
- A. thin provisioning
  - B. overclocking
  - C. Speed config
  - D. MSCONFIG
31. The Windows operating Original Equipment Manufacturer (OEM) version can only be installed on a new PC for resale.
- A. True
  - B. False
32. Windows 7 \_\_\_\_\_ is designed for low-cost home systems that do not require full security and networking features.
- A. Starter
  - B. Home Basic
  - C. Home Premium
  - D. Anytime
33. A 64-bit driver will not work within a 32-bit OS.
- A. True
  - B. False
34. An upgrade license costs considerably less than the clean install license.
- A. True
  - B. False
35. A(n) \_\_\_\_\_ allows a user to install the new OS without disturbing the old one, allowing you to boot either OS.
- A. dual boot
  - B. RAM
  - C. RAID
  - D. Sequencing cycle
36. A(n) \_\_\_\_\_ installation uses an answer file.
- A. recovery CD
  - B. unattended
  - C. network
  - D. drive imaging

37. Drive \_\_\_\_\_ replicates a drive to a new computer or to another drive on the same computer.
- A. Cloning
  - B. Sequencing
  - C. Imaging
  - D. Synchronizing
38. A(n) \_\_\_\_\_ is software that simulates the hardware of a physical computer.
- A. virtual machine
  - B. prototype
  - C. simulation
  - D. OS
39. After activating the OS, a user has \_\_\_\_\_ days to install Windows Vista or XP.
- A. 15
  - B. 30
  - C. 45
  - D. 60
40. A(n) \_\_\_\_\_ is a type of peer-to-peer (P2P) network, which is a network managed by each computer without centralized control.
- A. Domain
  - B. Workhome
  - C. Groupshare
  - D. Workgroup
41. Which of the following best describes a record of a repair request that is used to track what is happening to resolve the repair?
- A. Ticket
  - B. Call
  - C. Software request
  - D. Control
42. When dealing with an irate customer, you should:
- A. Defend yourself
  - B. Blame others
  - C. Listen and acknowledge the problem
  - D. Offer to call the customer at a later time
43. When should you escalate a problem?
- A. When the problem is resolved
  - B. Before getting customer contact information
  - C. During the initial contact with a customer
  - D. When you lack access to more extensive resources

44. Troubleshooting should always begin with which of the following steps?
- A. Examine the system
  - B. Make your best guess
  - C. Interview the user
  - D. Test your theory
45. Software that is designed and written to help solve problems is known as which of the following?
- A. Call tracking software
  - B. Expert system
  - C. Ticket management software
  - D. Device Manager
46. What tool can be used to look for errors with other applications or with key hardware components such as the hard drive?
- A. Performance Monitor
  - B. System File Checker
  - C. Reliability Monitor
  - D. Memory Diagnostics
47. Which command can be used to eliminate the hard drive as the source of an application error?
- A. mdsched
  - B. chkdsk /r
  - C. rstrui
  - D. sfc /scannow
48. What boot option loads Windows with a minimum configuration and can create a stable environment when Windows gets corrupted?
- A. BIOS
  - B. Safe Mode
  - C. Neutral Mode
  - D. Basic OS
49. Which Microsoft Management Console snap-in can be used to register components?
- A. Component Services (COM+)
  - B. IP Services (IP)
  - C. Startup Services (MSCONFIG)
  - D. Configuration (CONF+)
50. Which command line tool can be used to list processes on the command line?
- A. Tasklist
  - B. Taskkill
  - C. Taskshow
  - D. Listproc