

Sample Test Name: Computer Maintenance



(These items were developed by teachers for the Technical Skills Assessment. Below is a sample item for each program standard.)

Question 1 of 13

What should a technician do about a help desk referral BEFORE going to the customer's location?

- A) Assemble software and hardware components for repair and installation.
- B) Leave immediately for the customer's site.
- C) Talk to the customer and clarify the problem or hardware needs.
- D) Wait several days in case the problem resolves itself.

Question 2 of 13

What resource gives instructions on disposing of computer components?

- A) SAS
- B) SBS
- C) SCS
- D) SDS

Question 3 of 13

What software program displays advertising on a computer?

- A) Adware
- B) Grayware
- C) Malware
- D) Virus

Question 4 of 13

If the technician gets a message saying "this computer does not have authentic software," what should he do?

- A) Call the vendor to register a complaint.
- B) Download a key generator.
- C) Go to the Internet to find a code.
- D) Install original software with a valid license key.

Question 5 of 13

Which type of numbering code relates to an alphanumeric and symbol table?

- A) ASCII
- B) Binary
- C) Faraday
- D) Hexadecimal

Question 6 of 13

What project designed, tested, and connected the first internet?

- A) AOL
- B) ARPAnet
- C) IBM net
- D) Netscape

Question 7 of 13

Before upgrading a Microsoft operating system, what MUST the new operating system have?

- A) Administrator user account
- B) License product key
- C) Minimum specifications
- D) Transfer files

Question 8 of 13

What chip initiates start up and runs the POST process?

- A) BIOS
- B) CPU
- C) Northbridge
- D) RAM

Question 9 of 13

What is a common use for dot matrix printers?

- A) Double signed forms
- B) High-speed network printers
- C) High-quality forms
- D) Multi-part forms

Question 10 of 13

Where should the technician begin checking if a wireless device is not connecting and WAP is working?

- A) Connections
- B) Device manager
- C) Power supply
- D) Programs

Question 11 of 13

How are file attributes and security controlled?

- A) User control
- B) User pairing
- C) User permissions
- D) User sharing

Question 12 of 13

What operating system utility is used to configure drivers for hardware components?

- A) Control panel
- B) Device manager
- C) Disk management
- D) Windows Explorer

Question 13 of 13

What action CANNOT be performed by a personal firewall?

- A) Block specific websites
- B) Block user commands
- C) Filter data packets
- D) Filter inappropriate content

Computer Maintenance Sample Test Answer Key

Question	Answer
1.	C
2.	D
3.	A
4.	D
5.	A
6.	B
7.	C
8.	A
9.	D
10.	B
11.	C
12.	B
13.	B