

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

### Question 1 of 12

How SHOULD the technician phrase questions after gathering basic information when a customer calls with a problem?

- ☐ A) Close-ended
- ☐ B) Irregular
- ☐ C) Open-ended
- ☐ D) Random

### Question 2 of 12

What device is used to determine the voltage output of a computer power supply?

- ☐ A) Continuity analyzer
- ☐ B) Ohmmeter
- ☐ C) Data analyzer
- ☐ D) Multimeter

### Question 3 of 12

An employee forgot their laptop at the airport. The employee is worried about unauthorized access. What BEST protects against data theft in this instance?

- ☐ A) Full disk encryption
- ☐ B) Patching the OS and third-party software
- ☐ C) File storage
- ☐ D) Third-party

#### Question 4 of 12

What should be done to prevent an employee from viewing private information on another employee's computer?

- ☐ A) Change the schedule.
- ☐ B) Reposition chair to cover the monitor.
- ☐ C) Work early or work late.
- ☐ D) Place a private screen on the monitor.

#### Question 5 of 12

Which interface is recommended for use by Windows administrators?

- ☐ A) PowerShell
- ☐ B) Terminal
- ☐ C) CMD
- ☐ D) CLI

#### Question 6 of 12

What should be checked to ensure there's enough electricity for the video card to function properly before purchasing a new video card for a PC?

- ☐ A) CPU
- ☐ B) PSU
- ☐ C) GUI
- ☐ D) RAM

#### Question 7 of 12

Which is the function of a CPU?

- ☐ A) Encrypts data for remote transmission
- ☐ B) Supplies electricity to components
- ☐ C) Performs data computation
- ☐ D) Translates hexadecimal to ASCII

### Question 8 of 12

What printer type uses a powder-based consumable with a lower cost per page compared to other printers?

- ☐ A) Laser
- ☐ B) Photo
- ☐ C) Inkjet
- ☐ D) 3-D

### Question 9 of 12

Which should the technician troubleshoot FIRST if connected to a network but not the internet?

- ☐ A) Bridge
- ☐ B) Power supply
- ☐ C) Switch
- ☐ D) Modem

### Question 10 of 12

What is an advantage of installing an application to the cloud?

- ☐ A) Support is not required.
- ☐ B) Data is NOT stored locally.
- ☐ C) A license is not required.
- ☐ D) Internet could be intermittent.

### Question 11 of 12

What MUST be done to lower the risk of data loss when updating the operating system?

- ☐ A) Update registry.
- ☐ B) System drivers.
- ☐ C) Back up files.
- ☐ D) Update drivers.

### Question 12 of 12

What is a wireless communication that requires devices to be within six inches of each other to transfer information?

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- ☐ A) Infrared
- ☐ B) NFC
- ☐ C) Bluetooth
- ☐ D) Wi-Fi

Technology Devices 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      |