

(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)** Detailed
- C)** Open-ended
- D)** Specific

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

What relational database constructs are used to ensure valid values are entered for a column?

- A)** Constraint
- B)** Column
- C)** Permissions
- D)** Schema

Question 4 of 12

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

- A) Relocate the workstation.
- 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) Dot matrix
- C) Inkjet
- D) Thermal

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 and will backup later.

Question 11 of 12

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

- A) Update registry.
- B) Back up 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?

- 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