IT Essentials v5 Chapter 4 exam answers

1

Which task should be part of a software maintenance routine? Check for and secure any loose cables.

Remove dust from the power supply.

Defragment the hard drive.

Back up the data, reformat the hard drive, and reinstall the data.

2

What is the purpose of documenting the information that is obtained from the customer in the work order?

to create a centralized database of possible problems

to use the information for marketing purposes

to keep track of parts that are ordered

to use the information to aid in solving the problem

3

What is a recommended procedure to follow when cleaning computer components?

Blow compressed air on cooling fans so that they will spin when dust is being removed.

Hold cans of compressed air upright while spraying.

Use window cleaner on LCD screens.

Remove the CPU before cleaning.

4

After a technician tests a theory of probable causes, what two actions should the technician take if the testing did not identify an exact cause? (Choose two.)

Establish a new theory of probable causes.

Document each test tried that did not correct the problem.

Test all remaining possible causes starting with the most complex.
Use a top down approach to isolate the cause of the problem.

Randomly replace components one at a time until the problem is solved.

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JS Bruner

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