



# 220-801<sup>Q&As</sup>

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#### QUESTION 1

Which of the following provides the MOST storage capacity?

- A. Floppy diskette
- B. Blu-ray
- C. DVD
- D. CD-ROM

Correct Answer: B

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#### QUESTION 2

A call logging process would be used by a technician in order to:

- A. assign the appropriate status level for the problem.
- B. create records which enable user authentication.
- C. help maintain a balanced workload for the help desk technicians.
- D. identify common problems among many users.

Correct Answer: D

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#### QUESTION 3

A small office with five computers on a workgroup that are directly connected to a switch is an example of which of the following network topologies?

- A. Ring
- B. Bus
- C. Mesh
- D. Star

Correct Answer: D

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#### QUESTION 4

Which of the following is the BEST example of the use of chain of custody?

- A. Technician uses a third party to hand over the PC to the proper authority.



- B. Technician remembers when and who they gave the PC to.
- C. Technician calls supervisor after PC has been transferred.
- D. Technician notes the date, time and who was given the PC.

Correct Answer: D

Document the data, time and the name and designation of the person to who the PC was given. Ask the person to sign the document.

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#### QUESTION 5

A technician observes another technician trying to steal a company laptop. Which of the following should the first technician do NEXT?

- A. Confront the technician stealing the laptop
- B. Preserve the laptop for evidence
- C. Report through proper channels
- D. Document the incident

Correct Answer: C

Report through proper channels. Notify your immediate supervisor and he will escalate the issue to higher authorities.

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