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QUESTION 1

Which situation is typically addressed by a system administrator? (Choose 1)

- A. Network outages.
- B. Quality monitoring corruption.
- C. Poor database performance.
- D. Restoration of system backup files.

Correct Answer: D

QUESTION 2

What are three considerations to bear in mind when setting up a service continuity site? (Choose three)

- A. Location.
- B. Cost implications.
- C. Storage/space capacities.
- D. Computer telephony integration (CTI).

Correct Answer: ABC

QUESTION 3

Which are two characteristics of active listeners? (Choose two)

- A. They demonstrate sympathy.
- B. They avoid using verbal attends.
- C. They use the customer's name.
- D. They listen for, and recognise, emotion words.

Correct Answer: CD

QUESTION 4

A customer calls and cannot print anything. The help desk does not know if the cause of the problem is at the desktop, printer, or network. Which is the best question to ask? (Choose 1)

- A. What application are you trying to print from?



- B. Is your printer networked?
- C. Is your printer LAN connected?
- D. Can anyone else print to the printer?

Correct Answer: D

QUESTION 5

What are three advantages of performing system backups? (Choose three)

- A. It protects the integrity of data.
- B. It saves time for the organisation.
- C. It assists the organisation recover following a disaster.
- D. It protects the integrity of files.
- E. It provides ease of access to systems.

Correct Answer: ACD

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