

INFORMATION TECHNOLOGY CONCEPTS (391)

—OPEN EVENT—

REGIONAL – 2019

DO NOT WRITE ON TEST BOOKLET

TOTAL POINTS

_____ (*100 points*)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than sixty (60) minutes testing time

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MULTIPLE CHOICE

Identify the choice that best completes the statement or answers the question. Mark A if the statement is true. Mark B if the statement is false.

1. Which of the following appears on the right side of any Windows 8 screen when you move your pointer to a right corner?
 - A. Live tile
 - B. Memory Manager
 - C. Charms bar
 - D. System tray

2. Which element of the Windows 7 GUI gives windows a glassy appearance, but also consumes more hardware resources?
 - A. Control panel
 - B. Aero user interface
 - C. Charms interface
 - D. Logic interface

3. The top of a top-down hierarchical structure of subdirectories is called which of the following?
 - A. Base directory
 - B. Root directory
 - C. Top directory
 - D. Volume directory

4. Even though a computer running Windows might have multiple volumes, the computer only has one root directory for all volumes combined.
 - A. True
 - B. False

5. What term is used to describe software that controls a computer?
 - A. Programming language
 - B. RAM config
 - C. BIOS
 - D. Operating system

6. Which of the following is a collection of support tools used by technicians to support Windows, hardware, applications, and users?
 - A. Print Management
 - B. Event Viewer
 - C. Console
 - D. BitLocker'

7. Windows uses the file extension to know which application to open to manage the file, which is called the file association.
 - A. True
 - B. False

8. A 64-bit OS performs better than a 32-bit OS, but what does it require more of?
 - A. Hard drive space
 - B. Memory
 - C. Fans
 - D. CPU processor cache

9. Which of the following is a centralized location used to solve problems with security and maintenance?
 - A. Network and Sharing
 - B. Action
 - C. Solutions
 - D. Control

10. Which of the following is used to protect the Windows operating system against malware?
 - A. UAC
 - B. Libraries
 - C. Hidden file extensions
 - D. Read-only file attributes

11. You can use MSconfig as a temporary fix to disable a program or service at startup.
 - A. True
 - B. False

12. Which command can be typed into the Windows 8 Run box or the Windows 7 search box in order to launch the Services console?
 - A. services
 - B. services.pgm
 - C. services.msc
 - D. servicescon.exe

13. To end a process on the Details tab of Task Manager, right-click the process and select which of the following from the shortcut menu?
 - A. Shut Down Process
 - B. Quit Process Tree
 - C. Stop Process Tree
 - D. End Process Tree

14. Which log should you look in to find events triggered by Windows components, such as a device driver failing to load or a problem with hardware?
 - A. System log
 - B. Security log
 - C. Forwarded Events log
 - D. Setup log

15. The most important registry key containing hardware, software, and security data is which of the following?
 - A. HKEY_CURRENT_CONFIG (HKCC)
 - B. HKEY_LOCAL_MACHINE (HKLM)
 - C. HKEY_CLASSES_ROOT (HKCR)
 - D. HKEY_CURRENT_USER (HKCU)

16. What percentage of drive C: free space does the text recommend that technicians should strive for?
 - A. 5%
 - B. 25%
 - C. 10%
 - D. 15%

17. Which of the following tools can be used to help find and eliminate unnecessary startup programs?
 - A. Reliability Monitor
 - B. System Information Utility
 - C. System Configuration
 - D. ReadyBoost

18. Which Windows feature uses a flash drive or secure digital (SD) memory card to boost hard drive performance?
 - A. MSCONFIG
 - B. ReadyBoost
 - C. FastDrive
 - D. RAID5

19. When deleting program files, if you don't find the program on the Processes tab, which tab should you check next?
 - A. Services
 - B. App history
 - C. Startup
 - D. Performance

20. The Services console may be used to permanently remove startup entries from startup.
 - A. True
 - B. False

21. The easiest way to clean up temporary files is to use which of the following utilities on the drive properties box?
 - A. Error Checking
 - B. Defragmentation
 - C. Disk Cleanup
 - D. Backup

22. By default, Windows automatically defragments magnetic hard drives daily.
 - A. True
 - B. False

23. Which of the following can support up to 128 partitions and is required for drives larger than 2 TB?
 - A. GPT partitions
 - B. FAT32 file system
 - C. exFAT file system
 - D. MBR partitions

24. Which utility can be used to check the drive for errors and recover data?
 - A. Xcopy
 - B. Defrag
 - C. Format
 - D. Chkdsk

25. What file is called virtual memory and is used to enhance the amount of RAM in a system?
 - A. Pagefile.sys
 - B. MSCONFIG.sys
 - C. VCONFIG.sys
 - D. RAM.sys

26. What Windows utility can be used to resize partitions?
 - A. Disk Management
 - B. MSCONFIG
 - C. RAID Setup
 - D. Sizer

27. Which disk status indicates the disk has been sensed by Windows and can be accessed by either reading or writing to the disk?
 - A. online
 - B. active
 - C. basic
 - D. allocated

28. When a hard disk is initialized, Windows identifies the disk as which of the following?
 - A. Simple volume
 - B. Dynamic disk
 - C. Basic disk
 - D. Storage space

29. Which disk status indicates that a dynamic disk has become corrupted or is unavailable?
- A. Unallocated
 - B. Offline
 - C. Formatting
 - D. Foreign drive
30. In Storage Spaces, the space can be configured as if it has more virtual storage than the physical drives actually offer by using what feature?
- A. thin provisioning
 - B. overclocking
 - C. Speed config
 - D. MSCONFIG
31. The Windows operating Original Equipment Manufacturer (OEM) version can only be installed on a new PC for resale.
- A. True
 - B. False
32. Windows 7 _____ is designed for low-cost home systems that do not require full security and networking features.
- A. Starter
 - B. Home Basic
 - C. Home Premium
 - D. Anytime
33. A 64-bit driver will not work within a 32-bit OS.
- A. True
 - B. False
34. An upgrade license costs considerably less than the clean install license.
- A. True
 - B. False
35. A(n) _____ allows a user to install the new OS without disturbing the old one, allowing you to boot either OS.
- A. dual boot
 - B. RAM
 - C. RAID
 - D. Sequencing cycle
36. A(n) _____ installation uses an answer file.
- A. recovery CD
 - B. unattended
 - C. network
 - D. drive imaging

37. Drive _____ replicates a drive to a new computer or to another drive on the same computer.
- A. Cloning
 - B. Sequencing
 - C. Imaging
 - D. Synchronizing
38. A(n) _____ is software that simulates the hardware of a physical computer.
- A. virtual machine
 - B. prototype
 - C. simulation
 - D. OS
39. After activating the OS, a user has _____ days to install Windows Vista or XP.
- A. 15
 - B. 30
 - C. 45
 - D. 60
40. A(n) _____ is a type of peer-to-peer (P2P) network, which is a network managed by each computer without centralized control.
- A. Domain
 - B. Workhome
 - C. Groupshare
 - D. Workgroup
41. Which of the following best describes a record of a repair request that is used to track what is happening to resolve the repair?
- A. Ticket
 - B. Call
 - C. Software request
 - D. Control
42. When dealing with an irate customer, you should:
- A. Defend yourself
 - B. Blame others
 - C. Listen and acknowledge the problem
 - D. Offer to call the customer at a later time
43. When should you escalate a problem?
- A. When the problem is resolved
 - B. Before getting customer contact information
 - C. During the initial contact with a customer
 - D. When you lack access to more extensive resources

44. Troubleshooting should always begin with which of the following steps?
- A. Examine the system
 - B. Make your best guess
 - C. Interview the user
 - D. Test your theory
45. Software that is designed and written to help solve problems is known as which of the following?
- A. Call tracking software
 - B. Expert system
 - C. Ticket management software
 - D. Device Manager
46. What tool can be used to look for errors with other applications or with key hardware components such as the hard drive?
- A. Performance Monitor
 - B. System File Checker
 - C. Reliability Monitor
 - D. Memory Diagnostics
47. Which command can be used to eliminate the hard drive as the source of an application error?
- A. mdsched
 - B. chkdsk /r
 - C. rstrui
 - D. sfc /scannow
48. What boot option loads Windows with a minimum configuration and can create a stable environment when Windows gets corrupted?
- A. BIOS
 - B. Safe Mode
 - C. Neutral Mode
 - D. Basic OS
49. Which Microsoft Management Console snap-in can be used to register components?
- A. Component Services (COM+)
 - B. IP Services (IP)
 - C. Startup Services (MSCONFIG)
 - D. Configuration (CONF+)
50. Which command line tool can be used to list processes on the command line?
- A. Tasklist
 - B. Taskkill
 - C. Taskshow
 - D. Listproc



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**Graders: Please double check and verify all
scores and answer keys!**

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ANSWER KEY

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- | | |
|-------|-------|
| 1. C | 26. A |
| 2. B | 27. A |
| 3. B | 28. C |
| 4. B | 29. B |
| 5. D | 30. A |
| 6. C | 31. A |
| 7. A | 32. B |
| 8. B | 33. A |
| 9. B | 34. A |
| 10. A | 35. A |
| 11. A | 36. B |
| 12. C | 37. C |
| 13. D | 38. A |
| 14. A | 39. B |
| 15. B | 40. D |
| 16. D | 41. A |
| 17. C | 42. C |
| 18. B | 43. D |
| 19. A | 44. C |
| 20. A | 45. B |
| 21. C | 46. C |
| 22. B | 47. B |
| 23. A | 48. B |
| 24. D | 49. A |
| 25. A | 50. A |