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QUESTION 1

Disaster recovery planning is considered a best practice for all organizations. It is even more important when cloud-computing services are used. Which of the following should be included as part of a disaster recovery plan for companies that use cloud-based services?

- A. Company organizational chart
- B. Malware and anti-virus software updates
- C. Service-level agreement with a cloud-provider
- D. Inventory of services not dependent on the cloud provider

Correct Answer: C

QUESTION 2

Which of the following statement about virtualization is true?

- A. Virtualization enables multiple physical computers to run off of a single virtualized server.
- B. In virtualization, you run multiple virtual machines, provided they all use the same operating system.
- C. In virtualization, the operating systems of the virtual machines should match the host operating system.
- D. Virtualization enables you to run multiple operating systems and applications on a single computer.

Correct Answer: D

QUESTION 3

Gwen works for a small company where she has been asked to find a cost-effective option for providing comprehensive customer service. The finance, technical support, sales and customer service departments all need to share information about their customers. Gwen is considering adoption of a customer relationship management (CRM) application. Which of the following would be the most cost-effective solution?

- A. She can purchase a new server, then create and maintain the CRM in-house.
- B. She can outsource all customer service so the company can focus on product development.
- C. She can contract with a cloud service provider to host the CRM that her company's employees can access.
- D. She can hire a programmer to develop and maintain the CRM specific to her company's needs, then have a service provider host the application.

Correct Answer: C

QUESTION 4



Consider the network configuration shown in the command prompt:

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\saschneiter>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection 2:

    Connection-specific DNS Suffix  . : prosofttraining.com
    Link-local IPv6 Address . . . . . : fe80::19a2:86aa:a9dd:c30a%19
    IPv4 Address. . . . . : 64.128.206.182
    Subnet Mask . . . . . : 255.255.255.192
    Default Gateway . . . . . : 64.128.206.129

Wireless LAN adapter Wireless Network Connection:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::c0d:eabb:c146:593e%11
    IPv4 Address. . . . . : 192.168.1.6
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Ethernet adapter Local Area Connection:
```

What does the Default Gateway identify?

- A. The file server on the network
- B. The local host on the network
- C. The computer on the network
- D. The router on the network

Correct Answer: D

QUESTION 5

Which term describes a compact personal computer that relies on a touch screen for input, generally uses a solid-state drive instead of a traditional hard disk, and relies on wireless or mobile networks for connectivity?

- A. Tablet
- B. Laptop
- C. Netbook
- D. Portable media player

Correct Answer: A