



# 1D0-61C<sup>Q&As</sup>

CIW Network Technology Associate

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### QUESTION 1

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

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### QUESTION 2

What is the biggest security concern with wireless networks?

- A. Firewall software is not available for access points.
- B. Wireless encryption algorithms must be implemented.
- C. Wireless networks do not support intrusion detection.
- D. Wireless networks do not support encryption via an access point.

Correct Answer: B

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### QUESTION 3

On your Windows laptop, you store all your vacation photos and your entire digital music library. Concerned about data loss, you perform frequent backups. Your laptop has recently been stolen and you need to restore your files to a desktop computer. Which Windows tool would you use to recover and set up the saved copies of your files onto your desktop computer?

- A. Backup and Restore
- B. Backup Recovery
- C. System Recovery
- D. System Restore

Correct Answer: A

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**QUESTION 4**

You are a computer technician supporting a small 15-computer Internet lab. The computers are regularly used to browse the Internet and download files. Users have recently complained that they receive error messages saying the hard disk is full or out of space. You suspect this is a result of a large amount of temporary Internet files. Which of the following is a way to easily delete all the temporary Internet files?

- A. Disk cleanup
- B. fdisk command
- C. chkdsk command
- D. Disk defragmentation

Correct Answer: A

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**QUESTION 5**

Sam is a professor at a small college. Due to a scheduling conflict, he was unable to obtain access to the computer lab to give the final exam. As an alternative, he asked students to bring their own devices (BYOD) and connect to the college's Wi-Fi for network access. What security risk is associated with this implementation?

- A. Inability for students to share files
- B. Inability for students to back up user files
- C. Student devices sending unsecured data
- D. Student devices being more susceptible to malware

Correct Answer: C

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