

220-1002^{Q&As}

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QUESTION 1

Joe, an employee, took a company-issues Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server.

Joe has verified he is connected to the Internet.

Which of the following would explain why Joe cannot access his personal shares?

- A. An IP conflict is present
- B. A corporate VPN is enabled
- C. A firewall exception must be set
- D. HomeGroup must be enabled

Correct Answer: D

QUESTION 2

Joe, a user, reports the programs and icons on his Windows desktop are much larger than they were the day before. He tried changing the screen resolution and restarting the computer, but it still does not look right. Joe also states the computer showed it was finishing updates when he first powered it on. Which of the following should a technician perform NEXT?

- A. Reboot the computer.
- B. Roll back the video driver.
- C. Reload the OS.
- D. Boot into safe mode.

Correct Answer: B

QUESTION 3

A small business, which is located in a Hood plain, wants a technician to recommend a backup strategy that will allow for Its flies to be recovered at an alternate location within a few days following a disaster.

Which of the following backup methodologies will the technician MOST likely recommend?

- A. Implement a hoi site in an area outside the flood plain.
- B. Move all servers to an laaS provider and only use SaaS applications
- C. Install cloud backup software and use it (or regular backups
- D. Configure local tape backups and store them in a safe on site.



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Correct Answer: C

QUESTION 4

After confirming BIOS support, technician has added a second video card and a new sound card to a computer\\'s motherboard. The computer continuously restarts. This is an indication of which of the following.

- A. Incompatible sound card
- B. Insufficient power supply
- C. Insufficient memory
- D. Defective video card

Correct Answer: B

QUESTION 5

A technician performs a risk assessment and determines a requested change has low risk and low impact. Which of the following best practices should the technician follow to proceed with implementing the change?

- A. Update the ticket with the results of the risk assessment and implement the change
- B. Reference the business policy and follow all change management procedures
- C. Obtain approval from the department and implement the change
- D. Provide a risk assessment to colleagues for peer review

Correct Answer: B

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