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QUESTION 1

A server has failed after a tested and scheduled change control has been implemented. Which of the following is the FIRST thing the server technician should do?

- A. Perform a root cause analysis.
- B. Escalate the problem.
- C. Notify stakeholders.
- D. Establish a plan of action.

Correct Answer: C

QUESTION 2

A technician is working in a large corporate environment and is preparing to install patches on a mission critical server. Which of the following should the technician do FIRST before installing patches on the server?

- A. Clone the server
- B. Take a snapshot of the server
- C. Backup the server
- D. Deploy patches on a development server

Correct Answer: D

QUESTION 3

An administrator has figured out a possible cause to a problem. Which of the following is the NEXT step the administrator should take?

- A. Implement the solution.
- B. Verify full system functionality.
- C. Establish a plan of action to identify the problem.
- D. Test the theory.

Correct Answer: D

QUESTION 4

Which of the following should be included in the network diagram?



- A. Server room access log
- B. Server types
- C. OEM contact information
- D. Temperature reading

Correct Answer: B

QUESTION 5

Which of the following is a valid source for Windows operating system updates?

- A. SNA
- B. RIS
- C. RAS
- D. WSUS

Correct Answer: D

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