

CONTESTANT ID# _____

Time _____

Rank _____

INFORMATION TECHNOLOGY CONCEPTS (56)

Regional 2012

TOTAL POINTS _____ (500)

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.***

Property of Business Professionals of America.
May be reproduced only for use in the Business Professionals of America
Workplace Skills Assessment Program competition.

- 1. What does VOIP stand for?**
 - A. Video Over Internet Protocol
 - B. Voice Over Internal Phones
 - C. Video On Internal Pipe
 - D. Voice Over Internet Protocol

- 2. What does SIP stand for?**
 - A. Session Initiation Protocol
 - B. System In Progress
 - C. System Integration Plan
 - D. Session Internet Protocol

- 3. You have a client that connects to the Internet using a slow speed connecting from time to time while traveling. Though he wants to make sure that the computer is updated with security updates in a timely manner, but does not want the computer to download updates when he is connected through a slow link to the Internet, what can you do?**
 - A. On the automatic Updates tab, select Automatic (recommended).
 - B. On the Automatic Updates tab, select Download updates for me, but let me choose when to install them.
 - C. On the Automatic Updates tab, select Notify me but don't automatically download or install them.
 - D. On the Automatic Update tab, turn off automatic updates.

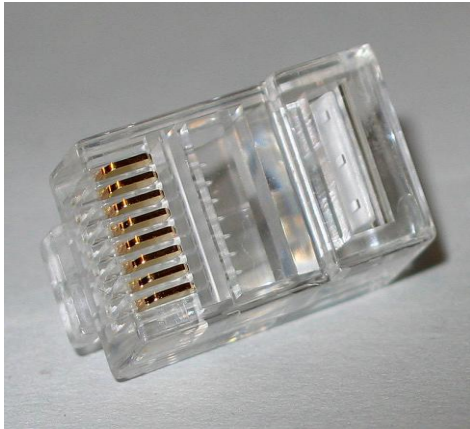
- 4. What does "Hot Backup" mean?**
 - A. Running backup job is over heating the system
 - B. The backup tapes were stolen
 - C. The backup job is running without taking the data "Offline"
 - D. The backup is running faster than it should be

- 5. Define a differential backup:**
 - A. Backs up all files since the last full backup
 - B. Backs up all the files that have changed since the last incremental or full
 - C. Backs up all files
 - D. Backs up all files since the last differential

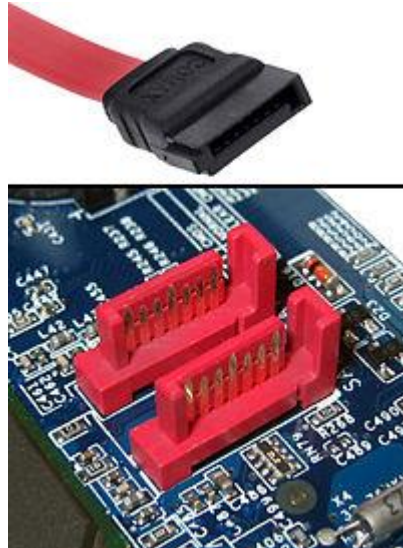
- 6. Define an Incremental backup:**
 - A. Backs up all files since the last full backup
 - B. Backs up all the files that have changed since the last incremental or full
 - C. Backs up all files
 - D. Backs up all files since the last differential

Use the following to answer the next 4 questions:

A)



B)



C)



D)



7. Which of the above is a SATA connector?

- A. A
- B. B
- C. C
- D. D

8. Which of the above does NOT use an electrical signal?

- A. A
- B. B
- C. C
- D. D

9. Which of the above has speed specs that are 1.5, 3.0 and 6.0 Gbit/s?

- A. A
- B. B
- C. C
- D. D

10. Which of the above is used on a Cat5 cable?

- A. A
- B. B
- C. C
- D. D

11. What utility would you use to view errors reported by the operating system components?

- A. Event Viewer Application log
- B. Event Viewer System log
- C. System monitor
- D. System information

12. A customer reports that the B key sometimes will not register or registers multiple times. The problem only affects the B key. What should be done to fix the problem?

- A. Install a new keyboard
- B. Install a new keyboard driver
- C. Check the keyboard for dust and/or debris around the B key
- D. Use accessibility options to disable sticky keys

13. When you are finished running a FTP session from the command line, which command will properly terminate the session?

- A. LOGOUT
- B. EXIT
- C. BYE
- D. FTP

14. What is the advantage of SSH over Telnet?

- A. It is stateless
- B. You don't need a username
- C. It is encrypted
- D. It is wireless

15. What are the 2 different types of mice?

- A. Roller ball and optical
- B. Laser and friction
- C. Tactile and optical
- D. None of the above

- 16. Which type of network media is least subject to eavesdropping?**
- A. Coaxial
 - B. Wireless
 - C. Fiber optic
 - D. Shielded twisted pair
- 17. Computer power supplies always draw the max watts they are rated regardless of load. (True or False)**
- A. True
 - B. False
- 18. LCD monitors consume less electricity than CRT's. (True or False)**
- A. True
 - B. False
- 19. A customer has a laser printer that keeps having a paper jam issue. What should you do to solve the problem?**
- A. Clean the fuser assembly rollers with a fibrous cleaning towel.
 - B. Replace the fuser assembly.
 - C. Run the maintenance software to re-align the guide rollers.
 - D. Clean the guide rollers with alcohol on a fibrous cleaning towel.
- 20. How many devices are supported on a single SATA cable?**
- A. 4
 - B. 2
 - C. 1
 - D. 3
- 21. What slot type do most modern video cards use?**
- A. AGP
 - B. PCI
 - C. Serial
 - D. PCIe
- 22. What utility would you use to check the IP configuration on a Windows Vista system?**
- A. netstat
 - B. winipcfg
 - C. ping
 - D. ipconfig

- 23. What is the basic purpose of a firewall system?**
- A. It provides a single point of access to the Internet.
 - B. It caches commonly used web pages, thereby reducing the bandwidth demands on an Internet connection.
 - C. It allows hostnames to be resolved to IP addresses.
 - D. It protects one network from another by acting as an intermediary system.
- 24. Which type of cable should be used in a 100BaseT network?**
- A. RG-58
 - B. Category 4 UTP
 - C. Category 5 UTP
 - D. Multimode fiber
- 25. A DVI cable would be used to connect to the network. (True or False)**
- A. True
 - B. False
- 26. Which of the following network types is easiest to add new nodes to?**
- A. Bus
 - B. Ring
 - C. Star
 - D. Mesh
- 27. Which boot option can you use to move system boot logs from a failing computer to another computer to determine the problem?**
- A. Recovery Console
 - B. Debugging Mode
 - C. Enable Boot Logging
 - D. Safe Mode with Networking
- 28. Which one of the following is not a CPU Socket type?**
- A. 1394
 - B. 775
 - C. AM3
 - D. 1284
- 29. What is the default port used by http?**
- A. 21
 - B. 80
 - C. 110
 - D. 443

30. What storage locations can you access from the Recovery Console in Windows XP?

- A. The %systemroot% folder
- B. Any internal hard drive
- C. A networking file share
- D. Any location on the C drive

31. A user cannot access the network. You attempt to ping the loopback address and receive no response. What should you do?

- A. The network adapter is configured with an invalid subnet mask for the network.
- B. The DHCP server is not functioning.
- C. The network adapter is configured with an invalid IP address for the network.
- D. TCP/IP needs to be reinstalled.

32. USB can be used to connect a printer to a PC. (True or False)

- A. True
- B. False

33. You are working on a user's laptop computer. You notice that there is a file marked personal. What should you do?

- A. Open the folder to verify that it does not contain files that violate the company policies.
- B. Make a copy of the file and give it to the user's manager.
- C. Copy the file to thumb drive store the information in case a problem arises later.
- D. Do the work that you have to do and leave the personal file alone.

34. What program is included with Windows XP Pro and Windows Server 2003 that can be used to host and manage a website?

- A. IIS
- B. DHCP
- C. DNS
- D. WINS

35. What is the default IP address of the loopback adapter on most systems?

- A. 127.0.0.1
- B. 192.168.1.1
- C. 111.111.111.111
- D. 0.0.0.0

- 36. Which of the following is not a file system type on Windows XP?**
- A. FAT
 - B. NTFS
 - C. EXT3
 - D. FAT32
- 37. What is PoE used for in reference to networking?**
- A. To automatically assign a device an IP
 - B. To provide a device with power
 - C. To secure a network so that only certain devices may connect
 - D. To allow the device to get on the internet
- 38. Which of the following is not a type of wireless network?**
- A. n
 - B. a/b
 - C. k
 - D. g
- 39. Computers may only have one monitor connected at any time. (True or False)**
- A. True
 - B. False
- 40. Which disk utility provides the best way to improve disk performance?**
- A. FDISK
 - B. DEFRAG
 - C. CHKDSK
 - D. SCANDISK
- 41. Which of the following is not a method of securing a wireless network?**
- A. MAC address filtering
 - B. Pointing the antennae at your computer
 - C. Enabling WPA
 - D. Disabling SSID Broadcasting
- 42. What is the name of the Apple iPhone and iPad operating system?**
- A. OSI
 - B. Android
 - C. WinCE
 - D. iOS

- 43. Which of the following is a typical battery type in mobile devices (Laptops, cell phones, etc.)?**
- A. Lithium Ion
 - B. Nickle Metal Hydride
 - C. Nickle Cadmium
 - D. Lead Acid
- 44. Which of the following best describes what a U is when talking about rack spacing?**
- A. The amount of power per server that is consumed
 - B. The available amount of network bandwidth in the rack
 - C. A unit of measure for spacing in racks
 - D. The amount of cooling inside a rack
- 45. You are working on a problem for a user and to solve the problem is taking longer than you expected and you have a department meeting that you need to attend. What should you do?**
- A. Excuse yourself to go to the meeting and return later to finish fixing the problem.
 - B. Continue working on the problem until the problem is solved even though this will mean missing the meeting.
 - C. Excuse yourself to call your department manager and explain the situation.
 - D. Tell the user that you have a more pressing issue and that you will return later to finish fixing his issue.
- 46. Which of the following is not a commercially available hard disk size?**
- A. 2 TB
 - B. 200 TB
 - C. 200 GB
 - D. 750 GB
- 47. What type of fire extinguisher should be recommended to your customer to purchase to protect the server room?**
- A. Class A
 - B. Class B
 - C. Class C
 - D. Class D
- 48. You are on the phone with a user that is trying to explain an issue he is having, but you are not sure what he means. What should you do?**
- A. Tell the user to reboot the computer and call back if the problem still exists.
 - B. Ask the user to repeat the problem again and listen more carefully.
 - C. Tell the user not to touch anything because you have no idea what he is talking about and you will be right over.
 - D. Ask questions to the user till you understand the nature of the problem.

49. How many different “Flavors” of USB are there currently on the market?

- A. 1
- B. 2
- C. 3
- D. 4

50. How many Classes of networks are there?

- A. 5
- B. 2
- C. 3
- D. 4