
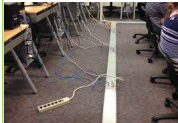
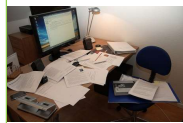
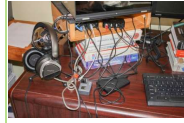



SI No	NOS	PC	Theory/ Practical	Q Type	DL	Question	Option A	Option B	Option C	Option D	Correct Option												
1	N0202	PC12. record the resolution of service requests/incidents accurately using your organization's tools and procedures	Theory	DC	D2	While closing a service request in the IT helpdesk ticketing system, recording which of the following information is considered very important to support similar service requests in future situations? 1. The actions done to close the service request 2. Date and time the service request was submitted 3. Employee's staff code and e-mail ID 4. Result of taking the necessary actions	1 and 2	2 and 3	3 and 4	1 and 4	D												
2	N0202	PC5. analyse automated alerts to accurately identify the nature of incidents	Practical	MB	D2	You are attending to one of the tickets assigned to you in the IT Helpdesk Ticketing system, where the user has attached the screenshot of an error message which popped up in his computer with Windows OS. Analyse the error message shown below and choose the appropriate type of incident from the given options. 	Software / Operating system	Hardware / Memory	Hardware / Disk	Software / Internal Application	A												
3	N0202	PC7. evaluate the suitability of solutions/workarounds, where available	Practical	MCo	D2	Match the following Technical Issues (Column 1) with Possible Solutions (Column 2). <table border="1" data-bbox="541 553 1060 699"> <thead> <tr> <th>Technical Issues</th> <th>Possible Solutions</th> </tr> </thead> <tbody> <tr> <td>[1] Printer does not print</td> <td>[A] Start the Task Manager, highlight the program's name and hit the End Task button</td> </tr> <tr> <td>[2] The computer is frozen, as a program is not responding</td> <td>[B] Uninstall and reinstall the program</td> </tr> <tr> <td>[3] New hardware or software is not working properly</td> <td>[C] Check if any paper is jammed inside the machine</td> </tr> <tr> <td>[4] The computer is slow</td> <td>[D] Perform Disk Cleanup</td> </tr> <tr> <td></td> <td>[E] Reinstall Windows OS</td> </tr> </tbody> </table>	Technical Issues	Possible Solutions	[1] Printer does not print	[A] Start the Task Manager, highlight the program's name and hit the End Task button	[2] The computer is frozen, as a program is not responding	[B] Uninstall and reinstall the program	[3] New hardware or software is not working properly	[C] Check if any paper is jammed inside the machine	[4] The computer is slow	[D] Perform Disk Cleanup		[E] Reinstall Windows OS	1 → C 2 → F 3 → A 4 → E	1 → C 2 → B 3 → D 4 → A	1 → C 2 → A 3 → B 4 → D	1 → C 2 → A 3 → B 4 → E	C
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4	N0202	PC6. access your organization's knowledge base to identify solutions/workarounds for service requests/incidents	Practical	CS	D2	Whenever an IT helpdesk co-ordinator is assigned a service request which he/she is unable to attend to due to limited knowledge on the matter, what is he/she expected to do? Arrange the below action points in the order of execution, starting with the first. 1. Consult with the senior members of the team 2. Approach the reporting manager for assistance 3. Refer the internal IT helpdesk knowledge base	1 2 3	2 1 3	3 1 2	1 3 2	C												
5	N0202	PC9. refer service requests/incidents outside your level of competence and authority to appropriate people	Practical	ScB	D3	A sales department head calls his IT helpdesk team and informs them that their department is using a licensed CRM tool which was purchased by their organisation 6 months ago. Yesterday while reviewing the data, he noticed that some very crucial data fields were missing for a few customers in the CRM tool. What should you do to address this issue as the IT helpdesk attendant?	Refer to the IT helpdesk knowledge base for a fix	Tell the sales department head that you cannot help him in this matter as the tool is purchased from a third party	Raise an incident with the CRM vendor keeping your senior authorities in the loop	Research online on the CRM tool and find a solution to fix the issue	C												
6	N9001	PC5. treat confidential information correctly	Practical	ScB	D2	As an IT support staff, you have all the passwords and licenses for the software used in the company. One of the senior staffs who has worked in the same company for more than 5 years asks you to provide the license code for installing the OS into his personal laptop. What will you do in this situation?	Provide the licence code as he/she is a senior staff	Request permission from his/her reporting manager to provide him/her the license code	Ask the employee to send an e-mail requesting for the licence code	Inform the senior staff that the company product license cannot be used for personal purposes	D												
7	N9001	PC2. keep your immediate work area clean and tidy	Practical	MB	D2	Which of the following represents a clean and tidy work station?					D												
8	N9003	PC1. comply with your organization's current health, safety and security policies and procedures	Theory	DC	D1	Which of the following is considered as a security violation in the organisation?	Providing company's Wi-Fi password to unauthorised persons	Resetting the password for an employee	Providing access to the shared folders with reporting manager's approval	Restoring the file that was accidentally deleted by an employee	A												
9	N9003	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently.	Practical	ScB	D2	You are asked to provide IT support for one of the teams who were working on a public strike day. Since the office was open, civilians were angry and started throwing stones on the office building and were trying to enter the office to drag the people outside. In the given situation, what is the best way to save yourself from getting hurt by the angry civilians?	Hide under a desk or in a safe place where they cannot see you	Run outside to save your life	Shout out to all the members in the office to get united and fight against them	Throw office equipment at the angry civilians	A												