1. A service desk can boost its productivity by using network interface software, which allows IT staff to take over a user’s workstation and provide support and troubleshooting.   
T  
Incorrect. See page 507.  
F  
Correct.

2. The occurrence of an emergency could require a maintenance team to address the problem immediately by applying a patch, which is a specially written software module that provides temporary repairs so operations can resume.   
T  
Correct.  
F  
Incorrect. See page 510.

3. SAGE is a professional organization that provides a wide variety of technical information and support for system administrators.  
T  
Correct.  
F  
Incorrect. See page 513.

4. A system administrator is responsible for configuration management, which includes monitoring the system for signs of trouble, logging all system failures, diagnosing the problem, and applying corrective action.  
T  
Incorrect. See page 519.  
F  
Correct.

5. If a system is brought down for hours as a result of a disruption in electricity, the event would be categorized as a service failure.   
T  
Correct.  
F  
Incorrect. See page 525.

6. A tunnel, which is identified by a number, is used to route incoming traffic to the correct application on a computer.   
T  
Incorrect. See page 532.  
F  
Correct.

7. When an intruder gains access to a system using a compromised account and attempts to increase permission levels, it is referred to as a privilege escalation attack.   
T  
Correct.  
F  
Incorrect. See page 537.

8. A RAID design improves performance, capacity, and reliability, and involves the use of one large drive that appears to a computer as multiple logical drives.   
T  
Incorrect. See page 541.  
F  
Correct.

9. If new technology offers a way to perform the same or additional functions more efficiently, it could be a sign that the existing system is obsolete and has reached the end of its economically useful life.   
T  
Correct.  
F  
Incorrect. See page 543.

10. Gartner Inc., a leading consulting firm that is well-known for its predictions, believes that prices for most cloud services will begin to include a global energy surcharge.   
T  
Correct.  
F  
Incorrect. See page 544.