File: Chapter 02 Operational Procedures

Multiple Choice

[QUESTION]
1. What should you avoid learning at all costs?
A. Dependability
B. Customer passwords
C. Versatility
D. Responsibility
Ans: B
Page: 20
Difficulty: Easy

[QUESTION]
2. To show that you are dependable, you should always be _____.
A. versatile
B. on time
C. adaptable
D. reciprocal
Ans: B
Page: 21
Difficulty: Easy

[QUESTION]
3. How do you show users the error of their ways without creating anger or conflict?
A. Using a stern tone of voice
B. Electrical potential
C. Doing their job for them
D. Assertive communication
Ans: D
Page: 23
Difficulty: Easy

[QUESTION]
4. Which one of the following is not an assertive fact-seeking question?
A. When did it last work?
B. Has software or hardware changed recently?
C. What did you do to cause the problem?
D. What applications were running when it locked up?
Ans: C
Page: 25
Difficulty: Medium

[QUESTION]

5. Which phrase best describes the process of asking questions once a person has described a situation?
A. Respectful communication
B. Sensitivity awareness
C. Eliciting answers
D. Showing versatility
Ans: C
Page: 25
Difficulty: Medium

[QUESTION]
6. What is the most important thing you should do at the completion of any work?
A. Document your work.
B. Ask to be paid.
C. Elicit solutions.
D. Elicit answers.
Ans: A
Page: 27
Difficulty: Easy

[QUESTION]
7. What do antistatic mats and wrist straps use to prevent anti-static charges from racing through devices?
A. Extractors
B. Resistors
C. Potential depressors
D. Multimeters
Ans: B
Page: 28
Difficulty: Medium

[QUESTION]
8. Who should you contact if you notice dangerous cables or other hazardous materials at a customer site?
A. Your boss
B. Hasmat
C. MSDS
D. Building services
Ans: D
Page: 30
Difficulty: Medium

[QUESTION]
9. Which device or appliance emits radio waves?
A. Toaster
B. Refrigerator

C. Cordless drill
D. Microwave oven
E. Hemostat
Ans: D
Page: 30
Difficulty: Hard

[QUESTION]
10. Which tool is generally included in a typical technician toolkit?
A. Crescent wrench
B. Hammer
C. Measuring tape
D. Parts retriever
E. Measuring tape
Ans: D
Page: 31
Difficulty: Medium

[QUESTION]
11. What is an important item to a technician that usually contains a Torx wrench, a Phillips-head screwdriver, a pair of plastic tweezers, and a hemostat?
A. Tech toolkit
B. Boot bag
C. FRU box
D. ZIP tote
Ans: A
Page: 31
Difficulty: Easy

[QUESTION]
12. What is the first step of the troubleshooting theory?
A. Identify the problem.
B. Establish theory of probable cause.
C. Test the theory.
D. Verify full system functionality.
Ans: A
Page: 32
Difficulty: Medium

[QUESTION]
13. If a theory is not confirmed during troubleshooting, what is the technician’s next step?
A. Make changes
B. Implement the solution
C. Establish a new theory or escalate
D. Verify full functionality

Ans: C
Page: 32
Difficulty: Hard

[QUESTION]
14. What action is always recommended before making any major changes to a critical system?
A. Test your theory.
B. Add more RAM.
C. Make backups.
D. Reboot using Low Resolution mode.
Ans: C
Page: 33
Difficulty: Easy

[QUESTION]
15. Regarding an onsite accident, what kind of report should detail what happened and where it happened?
A. Down time
B. Formalized
C. Incident
D. Performance
Ans: C
Page: 36
Difficulty: Easy

[QUESTION]
16. If a user or a technician becomes injured on the job, what should be done?
A. Keep the incident private.
B. Escalate the problem.
C. Establish a theory of probable cause.
D. Create an incident report.
Ans: D
Page: 36
Difficulty: Medium

Fill in the Blank

[QUESTION]
1. _____ means to tell the truth and _____ means to do the right thing.
Ans: Honesty, integrity
Page: 20
Difficulty: Easy

[QUESTION]

2. You should respect other people's property and follow the _____, also known as the Golden Rule.
Ans: Ethic of Reciprocity
Page: 21
Difficulty: Medium

[QUESTION]
3. Most companies require a signed _____ to perform work.
Ans: Work Authorization
Authorization of Work
Page: 22
Difficulty: Easy

[QUESTION]
4. When engaging with a user, explaining a situation clearly and eliciting answers in a non-judgmental and non-accusatory manner are examples of _____.
Ans: assertive communication
Page: 23
Difficulty: Medium

[QUESTION]
5. At the completion of work, you should _____ the problem and solution and _____ up with the customer to verify satisfaction.
Ans: document, follow
Page: 27
Difficulty: Easy

[QUESTION]
6. Antistatic wrist straps, mats, and bags are used to prevent _____.
Ans: electrostatic discharge (ESD)
electrostatic discharge
ESD
Page: 28
Difficulty: Medium

[QUESTION]
7. Taking a moment to touch the power supply before working on a computer and every once in a while as you work to keep yourself at the same electrical potential as the computer is a method of _____.
Ans: self-grounding
self grounding
Page: 29
Difficulty: Easy

[QUESTION]
8. _____ bags help prevent ESD while parts are stored.

Ans: Antistatic
Page: 29
Difficulty: Easy

[QUESTION]
9. _____ can affect PC speakers and wireless networks, among other equipment.
Ans: Radio frequency interference (RFI)
Radio frequency interference
RFI
Page: 30
Difficulty: Easy

[QUESTION]
10. When building out a computer space and cutting drywall, wear a(n) _____ for breathing protection.
Ans: air filter mask
Page: 31
Difficulty: Easy

[QUESTION]
11. The _____ follows a set of steps to diagnose and fix a computer.
Ans: troubleshooting theory
Page: 32
Difficulty: Medium

[QUESTION]
12. After you test a theory to determine cause, you should establish a(n) _____ to resolve the problem and implement a solution.
Ans: plan of action
Page: 32
Difficulty: Medium

[QUESTION]
13. While attempting to identify the problem, you should _____ the user and identify user changes to the computer.
Ans: question
Page: 32
Difficulty: Medium

[QUESTION]
14. The best way to verify _____ is to have the user do whatever she needs to do on the repaired system for a few minutes while you watch.
Ans: full system functionality
Page: 35
Difficulty: Medium

[QUESTION]
15. As a tech, the last step of every troubleshooting job should be to document your findings, _____, and _____.
Ans: actions, outcomes
outcomes, actions
Page: 35
Difficulty: Medium

Short Answer

[QUESTION]
1. What are the keys to effective relationships when dealing with customers?
Ans: Being on time, avoiding accusatory questions, demonstrating honesty and integrity, treating others with respect, and using other assertive communications are guidelines you should always follow to deal with customers effectively.
Page: 19-26
Difficulty: Easy

[QUESTION]
2. Should you build customer confidence and trust in your technical abilities by memorizing customer passwords and confidential document locations?
Ans: No. Avoid learning other folks' passwords, and always respect confidential customer property.
Page: 20
Difficulty: Medium

[QUESTION]
3. What information is included in a Work Authorization form?
Ans: A Work Authorization form includes the customer's name, billing information, time and date, and scope of work.
Page: 22
Difficulty: Easy

[QUESTION]
4. What is the first step in assertive communication?
Ans: Assertive communication first requires you to show the other person that you understand and appreciate the importance of his feelings. The second part of assertive communication is making sure you state the problem clearly without accusing the user directly.
Page: 23
Difficulty: Easy

[QUESTION]
5. What should you do if a coworker calls you for assistance while you are working with a customer?
Ans: If you get a work-related call, politely excuse yourself, walk away for privacy, and keep the call brief.

Page: 23
Difficulty: Medium

[QUESTION]
6. What environmental conditions increase the risk of ESD?
Ans: Static electricity, and therefore the risk of ESD, is much more prevalent in dry, cool environments.
Page: 28
Difficulty: Easy

[QUESTION]
7. Briefly describe the manner in which sensitive parts should be stored to help prevent damage from ESD.
Ans: Any electrical component not in a computer case needs to be stored in an antistatic bag, a specially designed bag that sheds whatever static electricity you have when you touch it, thus preventing any damage to components stored within it.
Page: 29
Difficulty: Easy

[QUESTION]
8. Is EMI more dangerous than ESD? Explain.
Ans: No. EMI (electromagnetic interference) is not nearly as dangerous as ESD (electrostatic discharge). Although EMI can cause damage, ESD is the greatest killer of PCs and components.
Page: 29
Difficulty: Hard

[QUESTION]
9. What is the best way to prevent RFI?
Ans: The best way to prevent RFI is to keep radio-emitting devices as far away as possible from other electronics.
Page: 30
Difficulty: Easy

[QUESTION]
10. If you have long hair, why might you consider tying it back in a pony-tail?
Ans: You don’t want anything getting caught in a fan or stuck on a component. Preventing this type of situation can save you and your components a lot of pain.
Page: 31
Difficulty: Easy

[QUESTION]
11. List three tools found in a typical technician toolkit.
Ans: Most kits have a star-headed Torx wrench, a nut driver or two, a pair of plastic tweezers, a little grabber tool (the technical term is parts retriever), a hemostat, an IC extractor for removing various chips, and both Phillips-head and flat-head screwdrivers.
Page: 31

Difficulty: Medium

[QUESTION]
12. Good techs bring essential software tools to every troubleshooting scenario. Name two types of tasks performed by software in a troubleshooting situation.
Ans: These software tools may be used for scanning for malware (malicious software, like viruses), checking memory, and other diagnostic scenarios.
Page: 32
Difficulty: Easy

[QUESTION]
13. What are the six major steps in troubleshooting?
Ans: The six major steps in troubleshooting are to identify the problem; establish a theory of probable cause; test the theory; establish a plan of action; verify full system functionality; and document findings, actions, and outcomes.
Page: 32
Difficulty: Medium

[QUESTION]
14. At what stage of the troubleshooting theory process should backups be performed?
Ans: Backups should be performed during the identification stage of the troubleshooting theory process, before making any changes.
Page: 33
Difficulty: Medium

[QUESTION]
15. Briefly describe escalation.
Ans: Escalation is the process your company (or sometimes just you) goes through when you—the person assigned to repair a problem—are not able to get the job done. It's okay to escalate because no one can fix every problem.
Page: 34
Difficulty: Easy

[QUESTION]
16. What is a critical preventive measure to consider in almost every case?
Ans: Educate the user. Take advantage of the time with the user to informally train him about the problem.
Page: 35
Difficulty: Easy

[QUESTION]
17. What is the best way to verify full system functionality?
Ans: The best way to verify full system functionality is to have the user do whatever she needs to do on the repaired system for a few minutes while you watch.
Page: 35
Difficulty: Medium