

Time \_\_\_\_\_

Rank \_\_\_\_\_

# INFORMATION TECHNOLOGY CONCEPTS (56)

## Regional 2013

**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.

**INFORMATION TECHNOLOGY CONCEPTS  
REGIONAL 2013  
PAGE 2 of 11**

**1. What are the 2 different types of mouse “pickups”?**

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

**2. Which type of network media is least subject to eavesdropping?**

- A. Coaxial
- B. Wireless
- C. Fiber optic
- D. Shielded twisted pair

**3. Which one of the following is a CPU Socket type for i7?**

- A. 1366
- B. 775
- C. AM3
- D. 1394

**4. What is the default port used by http?**

- A. 21
- B. 80
- C. 110
- D. 443

**5. 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

**6. 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

**7. 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

**8. 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

**9. How many classes of networks are there?**

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

**10. What does SIP stand for?**

- A. Session Initiation Protocol
- B. System In Progress
- C. System Integration Plan
- D. Session Internet Protocol

**11. 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

**12. 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

**13. 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.

**14. 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

**15. How many devices are supported on a single SATA cable?**

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

**16. What slot type do most modern video cards use?**

- A. AGP
- B. PCI
- C. Serial
- D. PCIe

**17. 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

**18. USB can be used to connect a printer to a PC.**

(True or False)

A) True

B) False

**19. 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.

**20. Which of the following is not a type of wireless network?**

- A. n
- B. a/b
- C. k
- D. g

**21. 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.

**22. Which of the following is not a commercially available hard disk size?**

- A. 2 TB
- B. 200 TB
- C. 200 GB
- D. 750 GB

**23. Which disk utility provides the best way to improve disk performance?**

- A. FDISK
- B. DEFRAG
- C. CHKDSK
- D. SCANDISK

**24. What does VOIP stand for?**

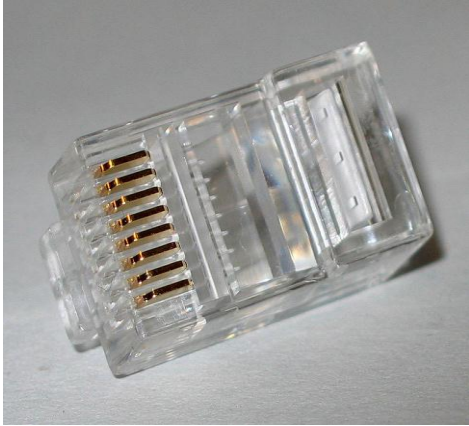
- A. Video Over Internet Protocol
- B. Voice Over Internal Phones
- C. Video On Internal Pipe
- D. Voice Over Internet Protocol

Property of Business Professionals of America.

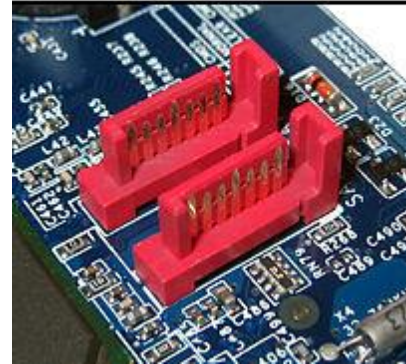
May be reproduced only for use in the Business Professionals of America Workplace Skills Assessment Program competition.

**Use the following to answer the next 4 questions:**

A)



B)



C)

D)



**25. Which of the above is a SATA connector?**

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

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

**28. Which of the above is used on Cat5 cable?**

**29. 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

**30. 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

**31. 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.

**32. How many different "Flavors" of USB are there currently on the market?**

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

**33. 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

Property of Business Professionals of America.

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



**34. Which of the following is not a file system type on Windows XP?**

- A. FAT
- B. NTFS
- C. EXT3
- D. FAT32

**35. 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

**36. 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.

**37. 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.

**38. 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

**39. A DVI cable would be used to connect to the network.  
(True or False)**

- A) True
- B) False

**40. Computer power supplies always draw the max watts they are rated regardless of load.**

**(True or False)**

- A) True                      B) False

**41. LCD Monitors consume less electricity than CRT's.**

**(True or False)**

- A) True                      B) False

**42. 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.

**43. What is the advantage of SSH over Telnet?**

- A. It is stateless
- B. You don't need a username
- C. Its encrypted
- D. its Wireless
- E. Its magical

**44. 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

**45. What utility would you use to check the IP configuration on a Windows Vista system?**

- A. netstat
- B. winipcfg
- C. ping
- D. ipconfig

**46. Computers may only have one monitor connected at any time.**

**(True or False)**

- A) True                      B) False

Property of Business Professionals of America.

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

**47. What is the name of the Apple iPhone and iPad operating system?**

- A. OSI
- B. Android
- C. WinCE
- D. iOS

**48. 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

**49. 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 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.

**50. Which of the following network types is easiest to add new nodes to?**

- A. Bus
- B. Ring
- C. Star
- D. Mesh