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**QUESTION 1**

A user opens a phishing email and types login credentials into a fake banking website. The computer's antivirus software then reports it has quarantined several temporary Internet files. A technician disconnects the computer from the network.

Which of the following should the technician perform NEXT?

- A. Have the user change the password.
- B. Update the antivirus software and run scans.
- C. Disable the user's local computer account.
- D. Quarantine the phishing email.

Correct Answer: C

QUESTION 2

Which of the following security principles help to prevent employees from changing files they are intended only to view?

- A. DLP
- B. MDM
- C. ACL
- D. MFA

Correct Answer: C

Reference: <https://searchinform.com/infosec-blog/2019/04/14/dlp-systems-what-is-a-dlp-system-and-how-does-it-work/>

QUESTION 3

An administrator created a documents that shows network equipment connections, including endpoints, server, routers, and switches. Which of the following documents did the administrator create?

- A. Incident response plan
- B. Knowledge base
- C. Inventory list
- D. Network topology

Correct Answer: A



QUESTION 4

A desktop technician needs to replace a laptop's SSD. Which of the following must the technician use to prevent damage to the SSD during the replacement?

- A. Antistatic bags
- B. Needle-nose pliers
- C. Safety goggles
- D. ESD straps

Correct Answer: D

QUESTION 5

Ann, an end user, is working with highly regulated data and often notices the high volume of traffic in her work area. Ann requests help with limiting the exposure of data as people walk by.

Which of the following security measures should be used?

- A. Biometric device
- B. Common access card
- C. Cable lock
- D. Privacy screen
- E. Mantrap

Correct Answer: D

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