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**QUESTION 1**

A corporate customer has contacted a technician about a database issue. After a reboot, no one can connect to the database. When the technician arrives on-site, the database service is not started. The technician starts the service, and the database comes up without issue. After some testing, the technician realizes the database service is coming up too quickly on startup before dependent services can start. Which of the following is the BEST solution?

- A. Set the database service to "Automatic (Delayed Start)"
- B. Show the customer how to manually start the service
- C. Create a scheduled task that will start the service on reboot.
- D. Set the service to manual and write a script to start it on reboot.

Correct Answer: A

QUESTION 2

A technician is monitoring a network and notices an outage has occurred that could potentially cause a major disruption to the business workflow. Which of the following should the technician do NEXT? !? A. Identify the issue and its impact to the business.

- A. Report the incident to the proper teams or management for awareness.
- B. Start a root cause analysis and create documentation
- C. Create an action plan and implement the solution

Correct Answer: A

QUESTION 3

An employee recently departed under bad terms, and the client is concerned for their SOHO network security. Which of the following should the technician do FIRST?

- A. Physically secure the access point
- B. Change default password
- C. Lower the transmission power
- D. Assign static IP addresses

Correct Answer: B

QUESTION 4

A technician is investigating an employee's smartphone that has following symptoms:



The device is hot, even when it is not in use.

Applications crash, especially when others are launched.

Certain applications, such as GPS, are in portrait mode when they should be in landscape mode.

Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Choose two.)

- A. Turn on autorotation
- B. Activate airplane mode
- C. Close unnecessary applications
- D. Perform a factory reset
- E. Update the device's operating system
- F. Reinstall the applications that have crashed

Correct Answer: AC

QUESTION 5

A security administrator is developing mobile device hardening standards to protect the confidentiality of data. As part of the baseline the administrator recommends implementing controls to mitigate risks associated with physical theft. Which of the following would BEST meet the administrator's requirements?

- A. Two-factor authentication
- B. BIOS passwords
- C. Mobile tokenization
- D. Full-disk encryption

Correct Answer: A

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