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**QUESTION 1**

A user enabled a mobile device's screen lock function with pattern unlock. The user is concerned someone could access the mobile device by repeatedly attempting random patterns to unlock the device. Which of the following features BEST addresses the user's concern?

- A. Remote wipe
- B. Anti-malware
- C. Device encryption
- D. Failed login restrictions

Correct Answer: A

The feature that BEST addresses the user's concern is remote wipe. This is because remote wipe allows the user to erase all data on the mobile device if it is lost or stolen, which will prevent unauthorized access to the device

QUESTION 2

A department manager submits a help desk ticket to request the migration of a printer's port utilization from USB to Ethernet so multiple users can access the printer. This will be a new network printer, thus a new IP address allocation is required. Which of the following should happen immediately before network use is authorized?

- A. Document the date and time of the change.
- B. Submit a change request form.
- C. Determine the risk level of this change.
- D. Request an unused IP address.

Correct Answer: C

Order of change management phases:

1.
Request forms
2.
Purpose of change
3.
Scope of the change
- 4.



Date and Time of the change

5.

Affective systems/ impact

6.

Risk analysis

7.

Change board approval

8.

Finally end user acceptance.

QUESTION 3

The web browsing speed on a customer's mobile phone slows down every few weeks and then returns to normal after three or four days. Restarting the device does not usually restore performance. Which of the following should a technician check FIRST to troubleshoot this issue?

- A. Data usage limits
- B. Wi-Fi connection speed
- C. Status of airplane mode
- D. System uptime

Correct Answer: B

The technician should check the Wi-Fi connection speed first to troubleshoot this issue. Slow web browsing speed on a mobile phone can be caused by a slow Wi-Fi connection. The technician should check the Wi-Fi connection speed to ensure that it is fast enough to support web browsing. If the Wi-Fi connection speed is slow, the technician should troubleshoot the Wi-Fi network to identify and resolve the issue.

QUESTION 4

Which of the following OS features is unique to Windows 7?

- A. Action Center
- B. Automatic Updates
- C. Add/Remove Programs
- D. Tablet PC Settings

Correct Answer: A



QUESTION 5

A wireless network is set up, but it is experiencing some interference from other nearby SSIDs. Which of the following can BEST resolve the interference?

- A. Changing channels
- B. Modifying the wireless security
- C. Disabling the SSID broadcast
- D. Changing the access point name

Correct Answer: A

Changing channels can best resolve interference from other nearby SSIDs. Wireless networks operate on different channels, and changing the channel can help to avoid interference from other nearby networks.

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