"WE ARE ANONYMOUS, WE ARE LEGION, WE DO NOT FORGIVE, WE DO NOT FORGET. EXPECT US."

[KUNCI CHAPTER 11 IT ESSENTIALS: PC HARDWARE AND SOFTWARE]

Manfaatkan sebaik mungkin yeah kawan – kawan ku tercinta :) :D :*

1. Which two actions should a technician take if illegal content, such as child pornography, is discovered on the hard drive of a customer computer?
Contact a first responder.
Document as much information as possible.

2. What is the definition of cyber law?
the collection of international, country, and local laws that affect computer security professionals

3. When performing computer forensics, what can be prevented with a properly and carefully documented chain of custody?
evidence tampering

4. During the process of troubleshooting, a technician gains access to customer private information. What is expected that the technician do with this information?
Keep it confidential.

5.

```
<output ommited>

  <server address='192.168.1.2' />
  <server port='8752' />
  <server protocol='tcp' />
  <server protocol='utp'/>

  <user username="johndoe" password="S3cr3t" roles="administrator' />
  <user username="janedoe" password="1P455w0d!" roles="user"/>
  <user username="guest" password="G355_1t" roles="none"/>

<output ommited>
```

Refer to the exhibit. During the troubleshooting of software that is installed on a computer system, a level one technician requires help from a level two technician. The file shown in the exhibit must be sent to the level two technician. How should the level one technician deliver this file?
Replace all passwords in the file with <password omitted> before emailing the file and then supply the passwords by secure means, if required.

6. What are two sections that are usually included in an SLA?
supported equipment and software
time of service availability

7. Which two rules pertain to the general daily activities of employees in a call center environment?
The technician should contact the customer if the technician is going to be late for a follow-up appointment.
The technician should be sure to treat all customers equally.

8. Which statement describes a best practice related to time management?
The technician should make sure to call the customer back as close to the callback time as possible.

9. Which two statements are correct about level one and level two technicians?
   Level two technicians usually respond to the "down calls" as they may be able to resolve them faster.
   Level two technicians are usually more knowledgeable about technology than the level one technicians are.

10. What should a level two technician do immediately after receiving an escalated work order from a level one technician?
    Call the customer back to ask any additional questions and resolve the problem.

11. A customer calls to report a computer problem. Which two actions can the technician take to establish a good rapport with the customer?
    Allow the customer to speak without interruption.
    Refer to the customer by name whenever possible.

12. What is the correct way to conduct a telephone call to troubleshoot a computer problem?
    Maintain professional behavior at all times.

13. A technician receives a call from a customer who is too talkative. How should the technician handle the call?
    Allow the customer to speak without interruption and then try to use closed-ended questions to gather data.

14. What are two examples of displaying professional communication skills while talking to a customer?
    clarifying what customers say after they have finished their explanations
    the use of active listening, with occasional interjections such as "I see" or "I understand"

15. What are three pieces of information a level one technician should gather from a customer?
    details of any recent changes to the computer
    description of the problem
    contact information

16. Which situation would require that a support desk call be given the highest priority?
    The company cannot operate because of a system failure.

17. Which two data storage locations contain persistent data that can be used by computer forensics specialists?
    solid state drives
    hard disk drives

18. In a computer forensics investigation, which type of data is considered volatile data and can be lost if power is removed from the computer?
    data in transit between RAM and the CPU

19. What customer support procedure would likely cause an upset customer to become more upset?
    Ask the customer to do obvious or unnecessary steps.

20. What name is given to a certain set of general rules that apply to written communication over the Internet?
    netiquette

21. When performing computer forensics what is required to prove a chain of custody?
    proper documentation procedures

22. What is a reason to escalate a problem from a level one technician to a level two technician?
    when drivers, applications, or operating systems need to be installed