CompTIA Cloud Guide to Cloud Computing 1st edition West Test Bank

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Name:_____ Class:_____ Date:_____

Module 01: Introduction to Cloud Computing

Multiple Choice

1. Craig wants to create a computing infrastructure that will allow developers within his company to build applications on a primarily internally hosted platform rather than outsourcing the infrastructure to a third party provider. However, he wants the ability to easily interact with AWS products. Which of the following could Craig use to do so?

a. Patchouli
b. Lavender
c. Eucalyptus
d. Basil

ANSWER: c

FEEDBACK:

a. Incorrect. Patchouli is a type of plant, not a cloud platform.
b. Incorrect. Lavender is a type of plant, not a cloud platform.
c. Correct. Eucalyptus is the Elastic Utility Computing Architecture for Linking Your Programs To Useful Systems. It is a partially open-source private cloud platform that is designed to interact with Amazon Web Services (AWS).
d. Incorrect. Basil is a type of plant, not a cloud platform.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/8/2020 11:08 AM
DATE MODIFIED: 6/15/2020 5:29 AM

2. Bonnie has been tasked with performing an analysis on her company's firewall infrastructure. The organization has a number of office locations across the United States in addition to a number of people that work remotely from home. She finds that many of the existing firewalls are no longer supported by the manufacturer and has convinced the company to allocate some budget to find a solution to replace them. Which of the following might she recommend as a replacement?

a. FWaaS
b. FAT
c. CRM
d. FCoE

ANSWER: a

FEEDBACK:

a. Correct. Firewall as a service is a cloud service that allows administrators to automate much of the maintenance and upkeep as well as provide service to many locations simultaneously.
b. Incorrect. FAT is a type of filesystem that was used in computer systems many years ago. It is typically considered a legacy filesystem having been replaced by ones that provide more security and features.
c. Incorrect. A CRM is a customer relationship management system or a content management system. Neither of these is used as part of deploying a firewall.
d. Incorrect. Fiber channel over ethernet is a method of connectivity and is not a type of firewall that Bonnie could deploy.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 4:59 AM

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DATE MODIFIED: 6/15/2020 5:31 AM

3. Aaron's boss has learned that organizations can create their own clouds in their existing data centers. He has been tasked with researching products that could make better use of the hardware in their data centers and keeping their data on-premises. Which of the following products might Aaron recommend?

a. FlexStack
b. OSS
c. OpenStack
d. OwnStack

ANSWER: c

FEEDBACK:

a. Incorrect. FlexStack is a Cisco technology for stacking switches. It is not specifically a product that will create private clouds within a data center.
b. Incorrect. OSS is an acronym for open-source software. There is a lot of open-source software out there – including OpenStack.
c. Correct. OpenStack is an open-source software that allows administrators to create their own private cloud on their own hardware.
d. Incorrect. There is currently not an OwnStack product that allows organizations to create their own private cloud using their own hardware within their data centers.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:32 AM
DATE MODIFIED: 6/15/2020 5:35 AM

4. Alejandro is wanting to configure a couple of new virtual machines to take advantage of DHCP services offered by their cloud service provider. The portal that the CSP provides has their offerings broken up into multiple higher level categories. Which of the following should he most likely look under to configure this service for his company's use?

a. Compute components
b. Storage components
c. Application components
d. Network components

ANSWER: d

FEEDBACK:

a. Incorrect. Compute components typically refer to virtual machines or applications in the cloud that process data in some way. DHCP settings would not be classified as compute components.
b. Incorrect. Storage components refer to the ability to store or preserve data. DHCP settings would not be classified as a storage component.
c. Incorrect. Application components might include tools to create or test microservices, templates, e-commerce tools, machine learning, and more. DHCP settings would not be classified as a compute component.
d. Correct. DHCP is classified under the network components group.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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DATE CREATED: 6/15/2020 5:35 AM
DATE MODIFIED: 6/15/2020 12:14 PM

5. Creative Co has just set up a private cloud. However, they have employees that work remotely in the field and want them to be able to access resources on the private cloud. Which of the following could Creative Co implement in order to allow users to create secure connections from their computers across the Internet into the private cloud?

a. CMS
b. WAN
c. VLAN
d. VPN

ANSWER: d

FEEDBACK:

a. Incorrect. A CMS is a Content Management System that typically is deployed as SaaS (Software as a Service) that allows users to create and modify their own content. It does not provide secure connections across the Internet into a local network.
b. Incorrect. A WAN is a wide area network such as the Internet itself. Creative Co would not be creating a WAN, but rather a secure tunnel through an existing WAN.
c. Incorrect. A Virtual Local Area Network, or VLAN, is a way to segment a network within a LAN so that certain types of traffic are kept separate from one another.
d. Correct. Users could establish a VPN connection to the company's network, which would treat their computer as if it was actually on the local area network, or LAN.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:36 AM
DATE MODIFIED: 6/15/2020 5:40 AM

6. Timothy is responsible for monitoring the performance of the applications the company has deployed on their internal private cloud as well as on the cloud service provider. When the applications were initially developed, the IT department had agreed to ensure that the services were available to varying degrees depending on criticality. As such, he needs to reference the documents for each of those services so he knows how they should be performing. Which document is Timothy most likely referencing?

a. SOC
b. NDA
c. SLA
d. GDPR

ANSWER: c

FEEDBACK:

a. Incorrect. Service Organization Control reports contain information about internal financial controls as well as performance of the service. It does not specify the requirements for how the service should perform though, which is outlined in the Service-Level Agreement.
b. Incorrect. A nondisclosure agreement is signed by people who agree not to reveal any information about what they have seen or have access to. It does not define the requirements for how a service should operate.
c. Correct. The service-level agreement defines how a service should perform and at what levels.

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d. Incorrect. The General Data Protection Regulation is a European Union law that does not specify minimum uptime or performance requirements.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:36 AM
DATE MODIFIED: 6/15/2020 5:48 AM

7. Fictional Corp has a data center that runs multiple internal applications. However, they want to migrate their email to a cloud service provider so that mail will continue to be delivered in the case of any Internet service interruptions. They also want to use a single directory service so that they don't have to create duplicate user accounts on the internal and external systems. Which of the following types of services is best suited for Fictional Corp's needs?

a. Public cloud
b. Private cloud
c. Hybrid cloud
d. Community cloud

ANSWER: c

FEEDBACK:

a. Incorrect. While Fictional Corp will make use of the public cloud for their email services, they will be combining that with their own private cloud. When combined, these two working together are referred to as a hybrid cloud.
b. Incorrect. While Fictional Corp will make use of the private cloud for their internal systems, they will be combining that with the public cloud for their email services. When combined, these two working together are referred to as a hybrid cloud.
c. Correct. A hybrid cloud combines a public and private cloud. In this case, the private cloud would be in Fictional Corp's data center and they would make use of the public cloud for their email services.
d. Incorrect. A community cloud is created for multiple organizations to be able to access. The scenario doesn't mention any other organizations.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:36 AM
DATE MODIFIED: 6/15/2020 5:47 AM

8. Fictional Corp's Vice President of Sales has just returned from a conference where he learned about a great customer relationship management platform that he would like for the company to begin using. This platform doesn't require any investment in hardware, operating systems, or any other software, and only requires administration of user accounts and configuration of the types of data that it needs to store. Users would access it through their web browser, and the administration and maintenance tasks for the IT department would be minimal. Which of the following is the VP suggesting that the company use?

a. Public cloud
b. Private cloud
c. Hybrid cloud
d. Community cloud

ANSWER: a

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FEEDBACK:

a. Correct. The VP has suggested using a public cloud offering of Software as a Service.
b. Incorrect. Since the Software as a Service is offered to other customers, it is not a private cloud offered for a singular customer, which would be a private cloud.
c. Incorrect. Since the solution mentioned is offered to other customers and does not integrate into the customer's private cloud, it is a public cloud.
d. Incorrect. A community cloud is for multiple organizations to be able to share access to the same information. In the case of data related to what the sales department would use for their own purposes, no other organizations should have access to this data. However, it is not a private cloud because the platform that they are looking to use does provide service to other customers.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:40 AM
DATE MODIFIED: 6/15/2020 5:51 AM

9. Patrick manages the cloud services that are used by a small hospital system. He knows that there are a lot of laws and regulations out there that pertain to storing PII that are different than other industries. Which of the following sets of laws and regulations is he specifically thinking of that do not apply to other industries?

a. HIPAA
b. PCI DSS
c. GDPR
d. SLA

ANSWER: a

FEEDBACK:

a. Correct. The Health Insurance Portability and Accountability Act only applies to the medical industry.
b. Incorrect. The Payment Card Industry Data Security Standard applies to any industry that accesses, stores, processes, or transmits credit card information.
c. Incorrect. The General Data Protection Regulation is a European Union law that applies to any industry in regards to information that can be tied to a single individual.
d. Incorrect. Service-Level Agreements are used by many industries to define the minimum levels of performance to be provided by individual services.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:40 AM
DATE MODIFIED: 6/15/2020 5:54 AM

10. Ted has been tasked with moving the company's physical server infrastructure to a cloud-based infrastructure. He knows that the servers the company uses in the data center are fairly new and are nowhere near ready for retirement. However, he also knows that security is a very important factor in any decisions that are made. Which of the following is unlikely to be considered as a factor in the confidentiality aspect of security planning?

a. An on-premises private cloud may be more susceptible to security vulnerabilities with a limited staff due to the volume of maintenance and patches required.
b. If the company were to deploy a private cloud, what kind of uptime requirements would the system need in

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order to meet the SLAs?

c. The physical security of the data center must be considered as physical access to the servers could still cause a data breach.

d. If the company were to use a public cloud provider, what kind of assurances do they have that the company's data will be kept private as well as what types of precautions and tools do they have in place?

ANSWER: b

FEEDBACK:

a. Incorrect. Vulnerabilities include susceptibility to things like malware, which could render a company's confidential data accessible to attackers. This should be considered as part of the confidentiality piece of security planning.

b. Correct. When considering the SLAs of a given service, this is part of the availability piece, not necessarily the confidentialitypiece of security planning.

c. Incorrect. The physical data center must still be secured well as part of the confidentiality part of security planning.

d. Incorrect. Considering the security of the data being stored on a public cloud provider's systems is part of confidentiality planning.

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

DATE CREATED: 6/15/2020 5:41 AM

DATE MODIFIED: 6/15/2020 8:42 AM

11. A small startup company has just received a round of funding in order to provide the capacity that is required to deliver their smartphone app to a larger number of devices. They have decided to use a public cloud rather than build their own data center, but want to manage as much of the infrastructure as possible while realizing the savings on capital expenditures from the purchase of hardware. Which of the following service models will give them the most control over the security of the platform they want to develop?

a. SaaS

b. PaaS

c. IaaS

d. DBaaS

ANSWER: c

FEEDBACK:

a. Incorrect. Software as a Service gives customers and users the least amount of control over the operating system and software applications installed on the servers, and would not necessarily allow them to develop a custom application for use by smartphones.

b. Incorrect. Platform as a Service could potentially be used to develop and deploy an app for smartphones, but it would not provide as much control as Infrastructure as a Service.

c. Correct. Infrastructure as a Service gives customers and users the most granular control over applications that are developed and deployed on it.

d. Incorrect. Database as a Service is typically considered as a subset of Platform as a Service and could be part of the solution for developing a smartphone app, but does not provide as much control as if the company was to deploy a virtual machine using Infrastructure as a Service and then install the database server software on top of it.

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

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DATE CREATED: 6/15/2020 5:41 AM
DATE MODIFIED: 6/15/2020 6:00 AM

12. Danny is looking at deploying a new application that requires root-level access to the server. He is currently researching the capabilities of various cloud service providers but is only finding one type of implementation that would meet the requirements set forth by the application developer. Which of the following types of cloud offerings is he most likely going to need?

a. SaaS
b. PaaS
c. IaaS
d. DBaaS

ANSWER: c

FEEDBACK:

a. Incorrect. Customers should never have root access to a server for Software as a Service offerings.
b. Incorrect. Customers should never have root access to a server for Platform as a Service offerings.
c. Correct. Since customers manage their own virtual machines, Danny should have the root-level access that he needs for the application.
d. Incorrect. Customers should never have root access to a server for Database as a Service offerings.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:57 AM
DATE MODIFIED: 6/15/2020 6:02 AM

13. Fictional Corp currently uses a private cloud within their data center. The CTO has recently learned about hybrid cloud implementations and their benefits, and has instructed the cloud team to implement a hybrid cloud as soon as possible. Which of the following types of cloud services should they start looking at adding to their setup?

a. Public
b. Private
c. Community
d. CRM

ANSWER: a

FEEDBACK:

a. Correct. A hybrid cloud is made up of a public cloud and private cloud that are integrated to work together. If the company already has a private cloud, then they need to integrate a public cloud into the setup in order to give them a hybrid cloud.
b. Incorrect. A hybrid cloud is made up of a public cloud and a private cloud that are integrated to work together. The company already has a private cloud, so they need to add a public cloud to their infrastructure and integrate it with the private cloud.
c. Incorrect. A community cloud is shared between multiple organizations. The scenario does not mention the desire to share the information or platform with other organizations.
d. Incorrect. A CRM is a customer relationship management platform or a content management system. It is not a type of cloud that is specifically referenced as one half of a hybrid cloud.

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POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:57 AM
DATE MODIFIED: 6/15/2020 6:04 AM

14. Zara is implementing a configuration management tool that makes use of a system that sends XML messages to endpoints on various systems in order to make changes. What kind of technology is she putting into use?

a. BIA
b. DaaS
c. CSP
d. API

ANSWER: d

FEEDBACK:

a. Incorrect. A Business Impact Analysis is done as part of disaster planning. It is not related to sending XML messages to an endpoint to manage or control a system.
b. Incorrect. Desktop as a Service is not a system that makes use of XML messages being sent to endpoints. An API can receive messages to make changes and send a response back with the status or confirmation.
c. Incorrect. A cloud service provider is a type of company that can provide a variety of cloud services. It is not related to using XML messages to manage or control another system.
d. Correct. An Application Programming Interface can be used as an endpoint to send JSON, XML, or other properly formatted messages (in formats that the specific API supports) to in order to perform whatever action is requested or specified by the contents of the message.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 5:57 AM
DATE MODIFIED: 6/15/2020 6:07 AM

15. A holiday ornament manufacturer sees traffic increase to their website in the couple of months leading up to the holiday, but then it tapers off and is very low for the rest of the year. Which of the following benefits of cloud computing might they be the most interested in for this use?

a. Volatility
b. Elasticity
c. Reliability
d. Duplicity

ANSWER: b

FEEDBACK:

a. Incorrect. Volatility is the descriptor of how permanent something is. When something is extremely volatile, that means it is easily subject to destruction – typically not something that an organization would want for their website.
b. Correct. Elasticity and scalability describe the ability to add capacity when needed and reduce it when it is no longer needed.
c. Incorrect. Reliability describes the ability of a service to stay up and running.

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d. Incorrect. Duplicity describes the ability to duplicate something. There is an open-source software covered by the GPL named duplicity that provides backup functionality.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:05 AM
DATE MODIFIED: 6/15/2020 6:09 AM

16. Eddie has a virtual machine that is currently serving as the sole web server for the organization he works for. The amount of traffic to the website has been increasing lately, and Eddie wants to add another web server to help answer some of the requests. Which of the following technologies should Eddie look at implementing in addition to the second web server?

a. firewall
b. router
c. switch
d. load balancer

ANSWER: d
FEEDBACK:

a. Incorrect. A firewall is used to allow or deny certain types of traffic through the creation of rules or access control lists.
b. Incorrect. A router is used to transmit traffic from one network to another. While some routers do have the ability to use certain load balancing protocols for redundant routing capabilities such as GLBP or HSRP, the load balancer would still be the correct choice.
c. Incorrect. A switch is used to transmit traffic between devices on the same subnet or network. It is not used for splitting the load between multiple servers.
d. Correct. A load balancer can be deployed in order to split the traffic between two or more servers or other devices.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:05 AM
DATE MODIFIED: 6/15/2020 6:13 AM

17. Fictional Corp's IT management team has decided that with their larger infrastructure, they need to look at automating some of the deployments of virtual machines and configurations. They want to use APIs to manage the configurations and installation of operating systems and software as well as for monitoring purposes. Which of the following describes the environment that they are wanting to create and start using?

a. DevOps
b. advanced deployments
c. divestitures
d. resource pooling

ANSWER: a
FEEDBACK:

a. Correct. DevOps is the idea that you can use programming and development techniques in day-to-day management of operations tasks such as creating new virtual machines and configuring them with the operating system, software, and configuration settings necessary to run them.

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b. Incorrect. There isn't really a term in the cloud technologies world called advanced deployments.

c. Incorrect. Divestitures are when a business has decided to sell off or liquidate part of its business.

d. Incorrect. Resource pooling is the idea that you can take a single set of hardware and use it for multiple tenants to share those resources on an as needed basis.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:05 AM
DATE MODIFIED: 6/15/2020 6:16 AM

18. Fictional Corp is looking at solutions for their new CRM system for the sales department. The IT staff already has a fairly heavy workload, but they do not want to hire any additional IT staff. In order to reduce the maintenance burden of the new system, which of the following types of CRM should they choose to meet these needs?

a. IaaS
b. PaaS
c. SaaS
d. DBaaS

ANSWER: c
FEEDBACK:

a. Incorrect. Infrastructure as a Service would require the most maintenance by the IT department as they would be required to patch the server operating systems and software and troubleshoot issues as necessary.

b. Incorrect. Platform as a service reduces the amount of maintenance necessary when compared with Infrastructure as a Service, but it does not eliminate it altogether. The least maintenance would be from choosing Software as a Service.

c. Correct. Software as a Service requires the least amount of maintenance since the hardware, operating system, and software maintenance are all taken care of by the cloud service provider.

d. Incorrect. Database as a Service could certainly work as the backend for a custom-developed solution, but it would still require certain types of maintenance by the IT department.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:05 AM
DATE MODIFIED: 6/15/2020 6:18 AM

19. A small company has decided that they have the extra bandwidth to host their website on-premises in their server room. However, occasionally their site goes viral for a few days at a time, which has caused the site to become completely unavailable to all users. Which of the following might solve their problem?

a. Virtualization
b. Cloud bursting
c. DevOps
d. Resource pooling

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ANSWER: b

FEEDBACK:

a. Incorrect. While virtualization could theoretically be a correct answer, we don't know from the scenario whether they're already using virtualization or not. The best answer would be to use cloud bursting where the privately hosted resources can rely on cloud resources for spikes in demand.

b. Correct. Cloud bursting is the idea that when a privately hosted application is not available, it can rely on cloud resources to accommodate spikes in demand.

c. Incorrect. While DevOps could theoretically be a correct answer because it could be used to automate and implement cloud bursting, cloud bursting is the best answer because it directly describes the ability to provide cloud resources as extra resources to on-premises deployment.

d. Incorrect. Resource pooling may be used by a cloud service provider that the small company may rely on for cloud bursting, but it is not the best answer to providing extra resources to accommodate spikes in demand for on-premises resources.

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

DATE CREATED: 6/15/2020 6:13 AM

DATE MODIFIED: 6/15/2020 6:20 AM

20. Fictional Corp is in the process of merging with Widgets Inc. They both use different cloud service providers for a variety of different applications that their employees need to perform their jobs. The IT departments of the organizations have been tasked with merging the IT infrastructure. One of the first tasks that they are looking at is combining the directory services for the two organizations so that all users are in one large LDAP database. Migrating from one cloud service provider to another is currently not a possibility due to the complexity of the applications deployed. Which of the following describes the type of infrastructure they will end up with as they continue to link the infrastructures together?

a. Public cloud

b. Private cloud

c. Multi-cloud

d. Hybrid cloud

ANSWER: c

FEEDBACK:

a. Incorrect. While the organization will be using multiple public clouds, so public cloud could still be considered a correct answer, the more correct answer is multi-cloud because it describes intertwining the public cloud resources together.

b. Incorrect. A private cloud is typically created on-premises (with the exception of virtual private clouds created on a public cloud) and does not describe the combination and integration of resources from multiple public cloud service providers.

c. Correct. A multi-cloud infrastructure describes a cloud infrastructure where resources have been provisioned on multiple cloud service providers and the resources have been linked or integrated with each other.

d. Incorrect. A hybrid cloud describes the integration of a private cloud and other on-premises resources or the integration of public and private cloud resources. When integrating multiple public cloud resources together it is considered a multi-cloud environment.

POINTS: 1

QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:13 AM
DATE MODIFIED: 6/15/2020 6:22 AM

21. A large telecom company currently has both wireless and landline operations and wants to divest itself of the landline division. However, a lot of the servers that run each separate division are located in the same data center. Before they sell off the landline division, they want to migrate the servers out of that data center. Which of the following would be the best and most cost-effective solution so that they can preserve the capital that they have on hand while not taking on any new debt?

a. Build a new data center and move the servers to the new location.
b. Convert the servers to virtual machines and migrate them to a cloud service provider.
c. Buy new servers and install them in a new leased data center and then migrate the applications to the new servers.
d. Buy new servers and install them in a colocation facility and migrate the applications to them.

ANSWER: b

FEEDBACK:

a. Incorrect. Building a new data center is expensive and time consuming and may require delaying their plans to divest the landline division.
b. Correct. Converting the servers to virtual machines and migrating them to a cloud service provider means little upfront capital investment and moves to a pay-as-you-go scenario. This means the new division has a lot of flexibility as to how to continue operations after the divestiture and would be the best and most cost-effective option while preserving capital and not taking on new debt.
c. Incorrect. Buying new servers can be a large upfront capital investment and if they're looking to preserve capital, this would not be the best option.
d. Incorrect. Buying new servers can be an expensive proposition. The better and most cost-effective solution would be to migrate the servers to virtual machines running at a cloud service provider.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:14 AM
DATE MODIFIED: 6/15/2020 6:25 AM

22. A social media organization has grown from its initial startup phase to being widely known within the United States. It has decided that it is time to broaden its horizons and see if it can grow the userbase globally as well. They have plans to expand into Europe within the next 12 months. Which of the following should they become familiar with before they start marketing the platform to European users.

a. GDPR
b. HIPAA
c. PCI DSS
d. SSAE 18

ANSWER: a

FEEDBACK:

a. Correct. The General Data Protection Regulation is a European Union law that established data protection standards for information that could be tied to individuals. Since social media organizations commonly collect data about their userbase, they need to be very aware of the regulations in that area.

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b. Incorrect. The Health Insurance Portability and Accountability Act is a United States law pertaining to the protection of patient health information.

c. Incorrect. The Payment Card Industry Data Security Standard is related to the protection of data involved in accessing, storing, processing, or transmitting credit card information. It is not going to be as impactful on expanding operations to Europe as the General Data Protection Regulation.

d. Incorrect. The Statement on Standards for Attestation Engagements 18 was developed by the American Institute of Certified Public Accountants and would not have much impact on adding users in Europe.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:26 AM
DATE MODIFIED: 6/15/2020 6:29 AM

23. A user calls into the service desk stating they're having a problem accessing a particular cloud application. The service desk technician asks them some probing questions to see if there have been any changes to their local computer and what they were doing when it stopped working. Which step of the troubleshooting model describes the step that the process is currently at?

a. Establish a theory of probable cause.
b. Establish a plan of action to resolve the problem and implement the solution.
c. Document findings, actions, and outcomes.
d. Identify the problem.

ANSWER: d

FEEDBACK:

a. Incorrect. This is the second step of the troubleshooting model where you start looking for clues as to what is causing the problem and comes after the step of identifying the problem.

b. Incorrect. You cannot establish a plan of action to resolve the problem and implement the solution until you have actually identified the problem.

c. Incorrect. This is technically listed as the last step of the troubleshooting model, although documentation should really be kept as you're working on the issue. You cannot really document anything though until you have identified the problem through asking the user questions.

d. Correct. The very first step of the troubleshooting model is to identify the problem. In this step, the service desk should be questioning the user and backing up any data before making changes.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:29 AM
DATE MODIFIED: 6/15/2020 6:33 AM

24. John has received a ticket from the service desk describing an issue that a user is having with a cloud application. The ticket describes the issue that the user is having along with the answers to the probing questions that the service desk technician had asked. Which of the following is the next step in the troubleshooting model?

a. Establish a plan of action to resolve the problem and implement the solution.

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b. Identify the problem.
c. Establish a theory of probable cause.
d. Document findings, actions, and outcomes.

ANSWER: c

FEEDBACK:
a. Incorrect. The next step after identifying the problem is to establish a theory of probable cause. After that is to test the theory to determine cause followed by establishing a plan of action to resolve the problem and implementing the solution.
b. Incorrect. At this stage, the problem has already been identified.
c. Correct. After the problem has been identified, the next step is to establish a theory of probable cause. Beginning with the symptoms, look for internal and external clues for what might be causing the problem.
d. Incorrect. While documentation should be created along the way rather than waiting for after the issue is closed to try and remember everything that needs to be documented, it is not technically the next step in the CompTIA troubleshooting model.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:30 AM
DATE MODIFIED: 6/15/2020 6:36 AM

25. Teddy fixed an issue with a cloud-based application a few hours ago and just received a call from a user stating that another part of the application is now broken. Which of the following steps of the troubleshooting model did he most likely omit?

a. Identify the problem.
b. Document findings, actions, and outcomes.
c. Establish a plan of action to resolve the problem and implement the solution.
d. Verify full system functionality, and, if applicable, implement preventive measures.

ANSWER: d

FEEDBACK:
a. Incorrect. Since Teddy eventually resolved the problem, he did most likely correctly identify the problem. However, if another part of the application broke when he fixed the other part of the application, most likely he omitted the step of verifying full system functionality.
b. Incorrect. The scenario doesn't really mention one way or the other whether documentation was created, but if another issue arose from fixing the other part of it, then he most likely omitted the step of verifying full system functionality.
c. Incorrect. Teddy did resolve the previous issue with the application, but if a new issue arose from the fix, then most likely he did not verify full system functionality before closing the issue.
d. Correct. If a new problem arose from fixing the other problem, most likely he did not verify full system functionality before closing the issue.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:30 AM
DATE MODIFIED: 6/15/2020 6:39 AM

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Module 01: Introduction to Cloud Computing

26. Sharon has just finished probing her way through a virtual machine that has been causing problems on the company's private cloud looking for clues as to what might be causing those problems. She has a theory of what could be causing the problem. What is the next step that she should perform if she is following the CompTIA troubleshooting model?

a. Test the theory to determine cause.
b. Establish a theory of probable cause.
c. Establish a plan of action to resolve the problem and implement the solution.
d. Identify the problem.

ANSWER: a

FEEDBACK:

a. Correct. Once Sharon has established a theory of probable cause, she needs to test the theory to determine whether that is actually the cause.
b. Incorrect. At this point Sharon has already established a theory of what the probable cause is. She now needs to test the theory to confirm whether that is the cause of the problem.
c. Incorrect. Before establishing a plan of action and resolving the problem, Sharon needs to test the theory to confirm the cause of the problem.
d. Incorrect. Identifying the problem is the very first step of the CompTIA troubleshooting model. At this point the problem has been identified and she has established a theory of probable cause.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:30 AM
DATE MODIFIED: 6/15/2020 8:22 AM

27. Max has been hired as a consultant to help revamp the procedures that the IT department uses. He sees a lot of things that they are doing correctly, but sees that the information in the trouble tickets is severely lacking of detail. Which of the following systems would Max most likely recommend putting into place that could have been populated from ticket information if it had been there?

a. CMDB
b. Knowledge base
c. Content management system
d. Customer relationship management system

ANSWER: b

FEEDBACK:

a. Incorrect. A Configuration Management Database is a system that is used to keep track of various servers, operating systems, applications, and other configuration items being used by an IT department to deliver a variety of services to the end users.
b. Correct. A knowledge base is a system that can be referenced by service desk employees as well as administrators in order to keep track of a variety of types of knowledge. This includes a list of issues that have arisen over time that can be referenced later to determine what was done to resolve the issue in helping to troubleshoot and resolve the issue in the future.
c. Incorrect. A content management system is typically considered a web-based platform where users can create content on websites without needing the assistance of a programmer or developer. While a knowledge base could be considered a type of content management system, it is not the most correct choice.

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d. Incorrect. A customer relationship management platform is typically used by sales departments to keep track of customers that the company has as well as information about products ordered, discussions that salespeople have had with the customers, etc.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:30 AM
DATE MODIFIED: 6/15/2020 8:29 AM

28. Jim is a technician at Fictional Corp and has been assigned a ticket from the service desk to investigate a problem into one of the cloud applications being used by the company. He has a theory as to what could be causing the problem and tested it to determine the actual cause of the problem. Which of the following should Jim do next?

a. Document findings, actions, and outcomes.
b. Verify full system functionality, and, if applicable, implement preventive measures.
c. Establish a plan of action to resolve the problem and implement the solution.
d. Identify the problem.

ANSWER: c
FEEDBACK:

a. Incorrect. Documenting the findings, actions, and outcomes is the very last step of the CompTIA troubleshooting model.
b. Incorrect. Jim cannot verify full system functionality, and, if applicable, implement preventive measures until he has established a plan of action to resolve the problem and implemented the solution.
c. Correct. Once Jim has tested the theory to determine the cause, the next step is to establish a plan of action to resolve the problem and implement the solution.
d. Incorrect. Identify the problem is the very first step of the troubleshooting process.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 6:30 AM
DATE MODIFIED: 6/15/2020 8:32 AM

29. Carrie has just finished verifying that the problem she fixed on a problematic virtual machine has not caused any other issues, and the system is now running normally. Which of the following should she do while she is closing out the issue in the ticketing system?

a. Establish a plan of action to resolve the problem and implement the solution.
b. Establish a theory of probable cause.
c. Document findings, actions, and outcomes.
d. Verify full system functionality, and, if applicable, implement preventive measures.

ANSWER: c
FEEDBACK:

a. Incorrect. At this point, the problem has already been resolved and the solution implemented.
b. Incorrect. Establishing a theory of probable cause is the second step of the CompTIA troubleshooting model. At this point, Carrie needs to document the findings, actions, and outcomes.

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c. Correct. Documenting the findings, actions, and outcomes is the very last step of the CompTIA troubleshooting model.

d. Incorrect. Carrie has just finished verifying full system functionality. At this point, she needs to document the findings, actions, and outcomes.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 8:29 AM
DATE MODIFIED: 6/15/2020 8:34 AM

30. Janelle's company has adopted the CompTIA troubleshooting model as part of their standard operating procedures to use when troubleshooting issues. She sees the step listed as identify the problem. Which of the following should she do as part of that step?

a. Install the available patches from the manufacturer.

b. Ask the user probing questions to determine whether any recent changes have been made.

c. Look for clues as to what could be causing a problem.

d. Document the issue and all of the pertinent details.

ANSWER: b

FEEDBACK:

a. Incorrect. Installing available patches from the manufacturer could be part of step four, which is to establish a plan of action to resolve the problem and implement the solution, but is not part of the initial step of identifying the problem.

b. Correct. Asking the user probing questions is part of the first step of identifying the problem.

c. Incorrect. Looking for clues as to what could be causing the problem is part of step two to establish a theory of probable cause.

d. Incorrect. According to the CompTIA model, documenting findings, actions, and outcomes is the last step in the troubleshooting model, although in practicality it is best to document as you go.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 8:30 AM
DATE MODIFIED: 6/15/2020 8:35 AM

31. Pedro is looking for internal and external clues as to what may be causing a problem that has been reported via their ticketing system. Which of the following steps is he currently on from the troubleshooting model?

a. Identify the problem.

b. Establish a plan of action to resolve the problem and implement the solution.

c. Test the theory to determine cause.

d. Establish a theory of probable cause.

ANSWER: d

FEEDBACK:

a. Incorrect. The first step in the troubleshooting model is to identify the problem through asking probing questions to the person reporting the issue.

b. Incorrect. Establishing a plan of action to resolve the problem and implement the solution

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is step four in the troubleshooting model. This cannot be done until you have established a theory of probable cause and then tested that theory to determine cause.

c. Incorrect. Testing the theory to determine cause is step three of the troubleshooting model and comes after establishing a theory of probable cause.

d. Correct. Once the problem has been described in the first step of identifying the problem, the technician then needs to establish a theory of probable cause by looking for clues as to what may be causing the problem.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 6/15/2020 8:30 AM
DATE MODIFIED: 6/15/2020 8:37 AM

32. Which of the following steps of the troubleshooting model, if not done, could potentially cause users to experience new issues or problems with a system.

a. Test the theory to determine cause.

b. Verify full system functionality, and, if applicable, implement preventive measures.

c. Identify the problem.

d. Document findings, actions, and outcomes.

ANSWER: b
FEEDBACK:

a. Incorrect. If you don't test the theory to determine the cause and just make the assumption that the cause is what it is by implementing a solution, you could get lucky and fix the problem and not have new issues because you would still have caught any issues during the step where you verify full system functionality.

b. Correct. If you want to be sure that users will not call back with a new problem with the system, it is best to verify full system functionality, not just testing the part that was fixed.

c. Incorrect. Without identifying the problem, there would be no reason to investigate causes and follow through the rest of the troubleshooting model, thus you should not end up with any new problems – only the original problem still existing.

d. Incorrect. Not documenting the findings, actions, and outcomes should not create new issues on the system; however, it could potentially mean taking longer to fix the problem again in the future if you cannot remember what you did to fix it originally.

POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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