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Question: 1

DRAG DROP
Move all the problem-solving steps to the answer area and place them in the correct order.

Problem-Solving Steps	Steps in Order
Document the changes made to resolve the problem.	1
Observe the results the changes.	2
Identify a probable cause of failure.	3
Gather detailed information.	4
Make necessary changes to implement the plan.	5
If the problem is not resolved, repeat the process.	6
Define the problem.	7
Devise a plan to resolve the problem.	8

Answer:

Problem-Solving Steps	Steps in Order
Document the changes made to resolve the problem.	1 Gather detailed information.
Observe the results the changes.	2 Define the problem.
Identify a probable cause of failure.	3 Identify a probable cause of failure.
Gather detailed information.	4 Devise a plan to resolve the problem.
Make necessary changes to implement the plan.	5 Make necessary changes to implement the plan.
If the problem is not resolved, repeat the process.	6 Observe the results the changes.
Define the problem.	7 If the problem is not resolved, repeat the process.
Devise a plan to resolve the problem.	8 Document the changes made to resolve the problem.

Question: 2

A user calls help desk to report that they cannot connect to the company's internal WiFi network. The help desk technician is following the problem-solving process to resolve the user's issue. After defining the problem and gathering detailed information, the technician suspects the most probable

cause of the issue is a misconfiguration in the user's network settings.
What should the technician do next?

A. Implement a plan by changing the users network settings to match the company standard
B. Resolve the issue by restarting the wireless access point.
C. Document the problem and solution in the company's IT knowledge base.
D. Consider the probable cause for the failure by checking whether other users are affected.

Answer: D

Explanation:
According to the standard troubleshooting process, after you establish a probable cause you must test that theory before implementing any changes. Checking if other users are affected helps confirm whether the issue is isolated to the one user's settings (supporting your misconfiguration theory) or is a broader network problem.

Question: 3

You are a help desk technician at Healthy Eats. The company has 1000 employees in multiple locations.
An end user calls you via telephone and states the following:
I am Jane Doe with the Accounting Department. I have forgotten my password, and I have a huge deadline approaching. I need you to reset my password as soon as possible so that payroll checks can be issued.
What should you do?

A. Ask Jane Doe for their email address so that you can email them to verity identity.
B. Reset the password because Jane Doe has to process payroll immediately.
C. Call Jane Doe's manager using their company number to verity Jane Doe's needs and identity.
D. Request Jane Doe's call back number so that you can reset the password and call Jane Doe back to verify the reset was successful

Answer: C

Explanation:
Before performing a privileged action like a password reset, you must verify the caller's identity. Calling Jane Doe's manager at a known company number ensures proper authentication.

Question: 4

You resolve a customer's printing issue.
How should you document the incident?

A. Printing issue is resolved. Reinstalled printer drivers and rebooted computer.
B. This customer was using the wrong printer and did not know which printer they should use.

C. Printer is now printing. Issue is resolved and customer is happy.

D. Ticket Complete.

<div style="border: 1px solid black; text-align: center; font-weight: bold;">Answer: A</div>

Explanation:

This option provides a clear, professional, and specific summary of the issue resolution, including what actions were taken (reinstalled printer drivers and rebooted computer). This is important for future reference and for maintaining a proper IT knowledge base.

Question: 5

DRAG DROP

Joe calls in to report internet outages. A customer service technician enters the trouble ticket shown below. Review the trouble ticket below and classify which parts of this ticket follow documentation best practices.

Ticket Details

Unique Identifier: #00126
Customer Information: Joe P Public. jpp@sunsetweb.com
Date and Time: April 22, 2024, 11:15 AM
Issue Category: Network/Connectivity
Priority Level: Critical
Ticket Status: Open

A

Problem Description:

Experiencing random internet dropouts on the third floor.

Troubleshooting Steps Attempted:

B

Restarted the internet boxes a couple of times.

C

Checked if there were any updates needed, everything seems okay.

D

Confirmed stable internet access on other floors, isolated the issue to the third floor through a review of the system and application logs and interactions with other users throughout the building. Error code 101 seen on third floor distribution routers.

Resolution Plan:

E

The issue is suspected to be related to the main router's capacity or a configuration error. Consultation with the network hardware vendor is underway for a deeper understanding of error codes.

Attachments:

Screenshots of system logs with error messages.

Resolution Summary:

(Pending detailed investigation and actionable steps.)

Feedback and Follow-up:

Agreed to check back with the user tomorrow to get an updated status of the problem to ensure problem doesn't get any worse.

Move the description to each label to identify whether the part of the documentation referenced by the label meets documentation best practices or does not meet documentation correct practices.

Note: You will receive partial credit for each correct answer.

Descriptions

Follows Best Practice

Does Not Follow Best Practice

Documentation Labels

A

B

C

D

E

Answer:

Descriptions

Follows Best Practice

Does Not Follow Best Practice

Documentation Labels

A Follows Best Practice

B Does Not Follow Best Practice

C Does Not Follow Best Practice

D Follows Best Practice

E Follows Best Practice

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