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QUESTION 1

A user's Windows laptop has become consistently slower over time. The technician checks the CPU utilization and sees that it varies between 95% and 100%. After the technician closes some running applications, the CPU utilization drops to approximately 20%, and the laptop runs much faster. The next day the same user calls again with the same problem.

Which of the following is a tool the technician can use to resolve the issue?

- A. Task Manager
- B. MSTSC
- C. MSConfig
- D. PerfMon

Correct Answer: A

QUESTION 2

A healthcare institute has asked the IT department to help protect medical and financial data.

Which of the following regulations is the healthcare provider MOST concerned about? (Choose two.)

- A. EULA
- B. DRM
- C. PHI
- D. PCI
- E. GDPR
- F. PII

Correct Answer: CF

Reference: <https://www.csoonline.com/article/3215864/how-to-protect-personally-identifiable-information-pii-under-gdpr.html>

QUESTION 3

Anne, an employee, stepped away from her workstation to deliver a report to her boss. When she came back, confidential material was displayed on the screen that was not opened prior to her leaving. Which of the following could have mitigated this from occurring?

- A. Intrusion detection system
- B. Screensaver password

C. Privacy filters

D. RFID badges

Correct Answer: B

QUESTION 4

A technician implemented a network policy to deploy a printer over the network. A user reports being unable to see the printer. Which of the following should the technician perform to map the printer to user laptops?

A. netstat

B. gpresult

C. net use

D. gpupdate

Correct Answer: A

QUESTION 5

A technician found that an employee is mining cryptocurrency on a work desktop. The company has decided that this action violates its guidelines.

Which of the following should be updated to reflect this new requirement?

A. MDM

B. EULA

C. IRP

D. AUP

Correct Answer: D

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