Answer Key for the Post: SYSTEM ENGINEER

1. Which mechanism or process is used to enable or disable access to a network resource based on an IP address?

    B. ACL

2. Which of the following would provide additional security to an Internet web server?

    B. Changing the port address to 1019.

3. Which design concept limits access to systems from outside users while protecting users and systems inside the LAN?

    A. DMZ

4. Which of the following is a benefit of hot-swappable parts?

    D. Ability to replace hardware without interrupting the server's power

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6. How must user accounts for exiting employees be handled?

    A. Disabled, regardless of the circumstances

7. How must user accounts for exiting employees be handled?

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8. How must user accounts for exiting employees be handled?

    A. Disabled, regardless of the circumstances

9. If you don't know the MAC address of a linux-based machine, what command-line utility can you use to ascertain it? 11

    C. ipconfig

10. What does IDaaS provide?

    C) identity governance and authentication for internal and external users

11. What is regarded as a form of social engineering?

    C) Phishing

12. What tool represents a scanning tool?

    A) Nessus

13. In the Windows world, what tool is used to disable a port? 12

    D. Windows

14. Which of the following layer is not network support layer?
    A. Transport Layer

15. The processes on each machine that communicate at a given layer are called

    D. Peer-peer process

16. ....provides a connection-oriented reliable service for sending messages

    A. TCP

17. What is CGI?
    D) Common Gateway Interface

18. How many steps are in the systems development life cycle (SDLC)?

    C) 6

19. In OSI network architecture, the dialogue control and token management are responsibility of
    A) session layer

20. If you wanted to require that a user enter an Administrator password to perform administrative tasks, what type of user account should you create for the user?

    B) Standard User account

21. Controlling access to a network by analyzing the incoming and outgoing packets is called

C. Packet Filtering

22. What is the full form of RAID ?

    A. Redundant Array of Independent Disks

23. DHCP Server provides _____ to the client.

    B. IP Address

24. Which of the following is correct in VLSM?
    A. Can have subnets of different sizes

25. When you start up the computer the boot up storage at which the BIOS versions manufacturer and data are displayed on the monitor is called

    B Power on self test (POST)

26. What is the process of making an operating system secure from attack called (choose the best answer)?

    A. Hardening

27. Which of the following file systems is native to an ESX server?

    D. VMFS

28. In order for network monitoring to work properly, you need a PC and a network card running in what mode?

    C. Promiscuous

29. Which device monitors network traffic in a passive manner?

    A. Sniffer

30. Which of the following types of logs could provide clues that someone has been attempting to compromise the SQL Server database? (9)

    A. Event

Answer Key for the Post: Helpdesk Executive

1. Possible problems with Change Management include:
   a. A Lack of ownership of impacted services

2. What is SOA within Availability Management?
   d. Service Outage Analysis

3. Which one of the following is NOT a major CI type?
   c. Purchase order

4. Where would the information relating to software release components be stored?
   b. CMDB

5. Which of the following statements is true?
   c. package release may contain full and delta releases

6. Which of these best describes the purpose of Capacity Management?
   d. To provide cost-effective IT capacity to meet agreed service levels

7. A remote site has recently had its network upgraded. The users are now complaining of slow responses and have heard that this is due to problems with capacity. Who should they contact for assistance?
   b. The Service Desk

8. Which of these is NOT a recognised Service Desk structure?
   a. A Remedial Service Desk

9. At what point does an Incident turn into a Problem?
   d. Never

10. A customer-based Service Level Agreement structure includes:
    d. An SLA with each individual Customer group, covering all of the services they use

11. Which of the following is not an element of Availability Management?
    a. Verification

12. Which of the following metrics is most relevant in determining the value added by Problem Management to the Service Desk?
    b. The number of Known Errors identified

13. The Service Desk can act as the focal point for:
    1. Receiving Incidents & Service Requests from users
    2. Recording Change Requests from users
    3. Handling complaints and queries
    c. 1 & 3

14. Configuration Management plans should be integrated with those of:
    a. Change & Release Management

15. Which of the following metrics is most relevant in determining the value added by Problem Management to the Service Desk?
    b. The number of Known Errors identified

16. Which of these is a DIRECT benefit of having a Service Desk?
    d. Technical support staff are less likely to be interrupted to deal with user's calls

17. Which of the following is NOT an example of Self-Help capabilities?
    a. A. Requirement to always call the service desk for service requests

18. Which of the following is the correct set of steps for the continual service improvement model/approach?
    d. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

19. The group that authorizes changes that must be installed faster than the normal process is called the?
    a. Emergency CAB (ECAB)

20. Which of these statements about Service Desk staff is CORRECT?
    b. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles

21. Which of the following are the MAIN objectives of incident management?
    1. To automatically detect service affecting events
    2. To restore normal service operation as quickly as possible
    3. To minimize adverse impacts on business operations
    b. 2 and 3 only

22. Which of the following lists best describes the key attributes needed by Service Desk Staff?

> b. Business aware; articulate; methodical; tolerant; good interpersonal skills

23. Which of the ITIL processes is responsible for ensuring the organisation is aware of new and changing technology?

> a. Capacity Management

24. Which incidents should be logged by the Service Desk?

> d. All incidents

25. In relation to IT Service Continuity Planning, the severity of a disaster depends upon:

> d. The impact upon customers' businesses

26. What is the main difference between a CMDB (Configuration Management Database) and typical asset register?

> d. CMDB is a database that shows the relationships between items

27. When can the building, testing and implementation of a change begin?

> d. As soon as the Request for Change has been formally authorised

28. Which of the following data is least likely to be used in the incident control process?

> d. Cost of faulty item

29. In Availability Management terms, what do the letters CIA stand for?

> b. Confidentiality, Integrity and Availability

30. How frequently should CAB/EC meetings be held?

> d. As required

Answer Key for the Post : Database Administrator

1. Which of the following protocol can have maximum device connected?
    b) SAS

2. Pick the false statement
    d) RAID Level 5 provides block level striping and error correction information

3. Which of the following is not a valid iSCSI name?
    c) iqn.01-04.com.example.disk

4. LVM is independent of device IDs because?
    b) LVM stores the volume management information on the disks that helps it reconstruct volumes

5. What is the minimum number of instances you need to have in order to create a RAC?
    a) One

6. How to identify the OCR file location?
    d) All of the above

7. Where are the Cluster ware files stored on a RAC environment?
    d) Only in the home directory

8. Which of the following is not a transport layer protocol in a SAS port?
    c. SIP

9. When does Database Writer (DBWR) write to data file ?
    c) Both a&b

10. Which file is accessed first when Oracle database is started?
    a) Init<SID>.ora parameter file or SPFILE

11. What happens when a user issues a COMMIT?
    c) The LGWR flushes the log buffer to the online redo log.

12. An Oracle user receives the following error: ORA-01555 SNAPSHOP TOO OLD, what is the possible solution?
    a) Increase the extent size of the rollback segments.

13. A set of Dictionary tables are created
    a) Once for the Entire Database

14. Which following statement is true when tablespaces are put in backup mode for hot backups?
    a) High Volume of REDO is generated

15. iSCSI allows what type of access
    a) block level

16. The alert log will never contain specific information about which database backup activity) ?
    c) Performing an operating system backup of the database files.

17. Why is Direct Path Export Faster?
    a) This option By Passes the SQL Layer

18. How to list restore points in RMAN?
    a) RC_RESTORE_POINT view

19. Which of the following does not affect the size of SGA
    c) Stored procedure

20. Which option is used in the parameter file to detect corruptions in an Oracle data block?
    a) DBVERIFY

21. What is the correct procedure for multiplexing online redo logs?
    b) Issue the ALTER DATABASE and ADD LOGFILE MEMBER command

22. You are a database developer at an independent software vendor. You create stored procedures that contain proprietary code. You need to protect the code from being viewed by your customers. Which stored procedure option should you use?
    b) ENCRYPTION

23. A table named Profits stores the total profit made each year within a territory. The Profits table has columns named Territory, Year, and Profit. You need to create a report that displays the profits made by each territory for each year and its preceding year. Which Transact-SQL query should you use?

    b) SELECT Territory, Year, Profit, LAG(Profit, 1, 0) OVER(PARTITION BY Territory ORDER BY Year) AS NextProfit FROM Profits

24. You are writing a set of queries against a FILESTREAM-enabled database. You create a stored procedure that will update multiple tables within a transaction. You need to ensure that if the stored procedure raises a run-time error, the entire transaction is terminated and rolled back. Which Transact-SQL statement should you include at the beginning of the stored procedure?

D. SET IMPLICIT_TRANSACTIONS ON

25. Which statement about an open database backup is NOT true?
    c) All the database files copied are consistent to a point-in-time.

26. What happens if a tablespace clause is left off of a primary key constraint clause?

    a) This results in the index that is automatically generated being placed in then users default tablespace.

27. How can you find out if the database is using PFILE or SPFILE?
    a) Query Dynamic performance view (v$parameter)

28. You use a Microsoft SQL Server 2012 database. You want to create a table to store Microsoft Word documents. You need to ensure that the documents must only be accessible via Transact-SQL queries. Which Transact-SQL statement should you use?

    a) CREATE TABLE DocumentStore ([Id] INT NOT NULL PRIMARY KEY, [Document] VARBINARY(MAX) NULL) GO

29. The order in which Oracle process a single SQL statement is?

    c) Parse , execute, fetch

30. Is it possible to perform Transportable tablespace(TTS) using RMAN ?

    a)Yes