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QUESTION NO: 1

Which motherboard component is used for short-term storage of data?

- A. Hard Drive
- B. RAM**
- C. Read Only Memory
- D. BIOS

ANSWER: B

Explanation:

RAM is the correct answer because it provides the computer's working, short-term memory. While an operating system and applications are running, the processor needs rapid access to their instructions and the data currently being used. RAM holds this active information so the CPU can read from and write to it much faster than it could use long-term storage. For example, opening a document loads its relevant data into RAM, and running multiple applications generally requires additional RAM to keep their active data readily available.

RAM is volatile memory: its contents require power to be retained. When the computer is shut down or loses power, the temporary data stored in RAM is cleared. This temporary, high-speed role is what "short-term storage" describes in the question. The motherboard contains RAM slots that hold memory modules, allowing a system to install or upgrade the amount of working memory available. Microsoft describes RAM as a hardware resource used to store data actively being worked on, and IBM similarly identifies it as temporary memory for programs and data in use. See [Microsoft Support](#) and [IBM: What is RAM?](#).

QUESTION NO: 2

What are two signs of a phishing e-mail?

Choose 2 answers

- A. Poor grammar and spelling errors**
- B. An e-mail from an organization you don't recognize**
- C. Personalized greetings
- D. Frequent reminders from the same e-mail address
- E. A link to a website sent by a family member

ANSWER: A B

Explanation:

Poor grammar and spelling errors are a common warning sign because phishing messages are frequently created quickly, translated poorly, or sent at scale without the quality controls used for legitimate business communications. Unexpected wording, awkward phrasing, misspellings, and inconsistent branding should prompt the recipient to pause and independently verify the message before replying, opening an attachment, or selecting a link. The U.S. Cybersecurity and Infrastructure Security Agency identifies poor spelling and grammar as indicators that an email may be a phishing attempt.

An e-mail from an organization you don't recognize is also a sign of phishing, particularly when the message asks for credentials, payment, personal information, or urgent action. Phishers often impersonate businesses, services, or institutions that recipients have not contacted or do not use. A recipient should validate the sender and the claimed organization through a trusted, separately obtained contact method rather than relying on the email's displayed name, reply address, or embedded links. The Federal Trade Commission recommends verifying unexpected messages directly with the organization using a known website or phone number. See [CISA: Recognize and Report Phishing](#) and [FTC: How To Recognize and Avoid Phishing Scams](#).

QUESTION NO: 3

How does application software differ from operating systems?

Choose 2 answers

- A. Application software includes word processors and spreadsheet software that are useful to end users.
- B. Application software consists of programs that end users run to accomplish business or personal tasks, such as e-mail.
- C. Application software includes system utilities that run on demand of the user.
- D. Application software supports the computer hardware system directly.

ANSWER: A B

Explanation:

Application software is designed for end users to perform particular personal, educational, or business tasks. Therefore, "Application software includes word processors and spreadsheet software that are useful to end users." is correct because word processors and spreadsheets are classic application-software categories. They enable users to create documents, analyze data, calculate values, and prepare reports rather than control the computer's underlying resources. Likewise, "Application software consists of programs that end users run to accomplish business or personal tasks, such as e-mail." is correct. Email clients, along with web browsers, presentation tools, and media applications, are programs people use to accomplish a defined task.

In contrast, an operating system is system software that manages hardware resources, provides core services, and supplies the platform on which application programs execute. Applications generally request services—such as file access, memory allocation, networking, and display output—from the operating system instead of managing those resources themselves. Microsoft describes Windows as an operating system that manages hardware and provides a platform for applications, while its documentation identifies applications such as Microsoft 365 programs as tools for user productivity. See [Microsoft's operating system technology overview](#) and [Microsoft's Microsoft 365 overview](#).

QUESTION NO: 4

Which computing term describes a collection of hardware and software components that work together to meet the needs of the user?

- A. A hard drive
- B. An operating system
- C. A computer system
- D. A motherboard

ANSWER: C

Explanation:

A computer system is the correct term because it refers to the integrated set of physical devices and software that work together to accept input, process data, store information, and produce useful output for a user. Its hardware includes components such as the processor, memory, storage, motherboard, display, and input devices. Its software includes the operating system and applications that instruct the hardware and allow users to complete tasks. The key idea is the coordinated operation of these elements as one functional whole: hardware provides the physical computing resources, while software manages those resources and supplies the instructions needed to meet user needs. This broad definition also accommodates peripheral devices and network connections when they are part of the environment used to perform computing tasks. IBM's overview of computer systems describes a computer as a system comprising hardware and software, while the U.S. National Institute of Standards and Technology defines an information system as a discrete set of information resources organized for collecting, processing, maintaining, using, sharing, disseminating, or disposing of information. These definitions support the use of "computer system" for the complete combination described in the question. See [IBM: What is a computer system?](#) and [NIST Computer Security Resource Center: Information system](#).

QUESTION NO: 5

Based on the instructions on the package, a frozen pizza should be baked for 18 minutes at 400°

F.

Which term describes the statement, "The pizza looks done after 16 minutes, so it should be taken out," based on the data-information-knowledge-wisdom DIKW hierarchy?

- A. Information
- B. Data
- C. Wisdom
- D. Knowledge

ANSWER: C

Explanation:

Wisdom is correct because the statement applies judgment to a real-world situation and reaches a decision: remove the pizza before the package's stated baking time because its observed appearance indicates it is done. In the DIKW hierarchy, wisdom is the ability to use knowledge, context, experience, and judgment to decide what action should be taken. The package instruction supplies a general guideline—bake for 18 minutes at 400°—but the person evaluating the pizza recognizes that actual cooking results can vary based on oven calibration, pizza thickness, placement in the oven, and other conditions. Observing that the pizza looks done after 16 minutes and deciding to take it out is therefore an action-oriented judgment rather than merely a recorded fact or an organized description. This is the defining practical outcome of wisdom: selecting an appropriate course of action based on the available understanding and circumstances. The DIKW model is commonly used in information systems to distinguish raw observations from increasingly meaningful interpretation and decision-making. See the [IBM overview of the DIKW model](#) and the [Encyclopaedia Britannica discussion of knowledge management](#) for related context on transforming information into useful decisions.

QUESTION NO: 6

A workstation can communicate with local devices by IP address but cannot open external websites by name. The workstation can open an external website when its IP address is entered directly in the browser. Which two conditions are the most likely causes?

Choose 2 answers

- A. The workstation has an incorrect DNS server address configured.
- B. The DNS service used by the workstation is unavailable.
- C. The workstation's network adapter has failed completely.
- D. The workstation has no valid default gateway.
- E. The external web server cannot process HTTP requests.

ANSWER: A B

Explanation:

The evidence shows that the workstation has network connectivity to the destination when an IP address is used directly. The failure occurs when a name must be translated into an address, so an incorrect DNS server configuration or an unavailable DNS service is most likely.

A failed network adapter or an incorrect default gateway would generally prevent communication to external IP addresses as well. A web server problem is also unlikely because the website is reachable when its IP address is used.

QUESTION NO: 7

A company wants to run several server operating systems on one powerful physical computer while keeping the applications separated from one another. Which two benefits does virtualization provide?

Choose 2 answers

- A. It allows several operating systems to run on one physical server.
- B. It isolates virtual machines from one another.
- C. It removes the need for physical hardware.
- D. It guarantees that each application has unlimited processing resources.
- E. It replaces the need to install and maintain operating systems.

ANSWER: A B

Explanation:

Virtualization allows multiple virtual machines to run on a single physical host, so it can improve hardware utilization and reduce the number of separate physical servers required. Each virtual machine can also run its own operating system and applications in an isolated environment. This separation helps prevent an issue in one virtual machine from directly affecting the operating system or application running in another virtual machine.

Virtualization does not eliminate the need for a host computer, and it does not guarantee that applications will operate without maintenance or security controls.

QUESTION NO: 8

A company is preparing a public website that will be used by customers with different physical abilities and devices. Which two design practices improve accessibility?

Choose 2 answers

- A. Provide text alternatives for meaningful images.
- B. Ensure that navigation and controls can be operated with a keyboard.
- C. Use color alone to show whether a form field contains an error.
- D. Require all users to use a mouse to select menu options.
- E. Automatically play audio when each page opens.

ANSWER: A B

Explanation:

Providing text alternatives for meaningful images allows screen-reader users to obtain the same information conveyed visually. Ensuring that users can navigate and operate controls with a keyboard supports people who cannot use a mouse or other pointing device.

Using color as the only way to communicate an error can exclude users with color-vision differences. Automatically playing audio can interfere with assistive technology and does not itself make a site accessible.

QUESTION NO: 9

Which type of conversion involves turning off the old system and turning on the new system at a particular date and time?

- A. Pilot
- B. Direct
- C. Phased
- D. Parallel

ANSWER: B

Explanation:

Direct conversion is the implementation approach in which an organization stops operating the old system and begins using the new system at a predetermined date and time. This is often called a “cutover” or “big-bang” conversion because the replacement occurs in one decisive transition rather than being introduced gradually or operated alongside the prior system. The approach requires careful planning before the cutover date, including data migration, user training, validation of system configuration, backup and rollback planning, and communication with affected users. Once the cutover occurs, the new system becomes the production system and is expected to support the organization’s normal operations immediately. Direct conversion can be appropriate when maintaining two systems would be impractical, too costly, or technically difficult, and when the organization has sufficiently tested the new system and prepared its users and support staff. This meaning of direct changeover is consistent with systems-analysis guidance describing a switch from the old information system to the new one at a specified point in time. See [TechTarget: direct changeover](#) and [Encyclopaedia Britannica: information systems and software](#).

QUESTION NO: 10

Which two actions are included in the role of a Domain Name System (DNS)?

Choose 2 answers

- A. Stores IP addresses and aliases in a table on the server
- B. Transfers files between TCP/IP servers on the web
- C. Enables telnet communication between clients and servers
- D. Translates human-friendly aliases into IP addresses

ANSWER: A D

Explanation:

DNS provides a distributed naming service that lets people and applications use memorable domain names while networks communicate using numerical IP addresses. “Translates human-friendly aliases into IP addresses” describes the core DNS resolution process: when a user requests a name such as *www.example.com*, a DNS resolver obtains the relevant resource record, commonly an A record for IPv4 or an AAAA record for IPv6, and returns the address needed to reach the destination. DNS also relies on authoritative name servers that publish and maintain DNS resource records. Therefore, “Stores IP addresses and aliases in a table on the server” correctly describes the practical role of DNS servers: they hold zone data containing mappings between domain names and address information. In modern implementations, this data is maintained as distributed DNS zone records rather than one single Internet-wide table, but the option accurately captures the name-to-address mapping function. These two activities make it possible for users to navigate networked services by name without needing to remember each service’s IP address. ICANN’s overview of DNS explains its role in connecting domain names to Internet resources, and the IETF DNS specifications define the resource-record system used to publish such mappings. See [ICANN: Domain Name System](#) and [IETF RFC 1034](#).

QUESTION NO: 11

Which image represents the basic structure of a computer network?



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Alt text: Desktop computer
Long description: A desktop computer, keyboard, and mouse



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Alt text: Wireless router
Long description: A wireless router with several Ethernet cables connected



Alt text: Server

Long description: A stand-alone server unit



Alt text: Cloud computing

Long description: A desktop computer, tablet, phone, and laptop connected to the cloud

- A. Exhibit A
- B. Exhibit B
- C. Exhibit C
- D. Exhibit D

ANSWER: D

Explanation:

Exhibit D represents the basic structure of a computer network. At its most fundamental level, a network consists of two or more computing devices that can communicate through a connection and exchange data. In a typical small network diagram, endpoint devices such as computers connect through networking equipment, commonly a switch or wireless router; that equipment can also provide a path to other networks, including the internet. This arrangement illustrates the essential roles within a network: hosts that send and receive information, a communication medium, and an intermediary device that forwards traffic between connected devices. The particular technologies used—such as Ethernet cables or Wi-Fi—can vary, but the foundational concept remains the interconnection of devices for communication and resource sharing. Cisco describes a network as a collection of computers, servers, mainframes, network devices, peripherals, or other devices connected to allow data sharing; its introductory networking material also explains the role of intermediary devices in connecting end devices. See [Cisco: What Is Networking?](#) and [Cisco: What Is a Computer Network?](#).

QUESTION NO: 12

Which operation converts raw data into Information?

- A. Processing
- B. Storage
- C. Output
- D. Input

ANSWER: A

Explanation:

Processing converts raw data into information. Data consists of unorganized facts, measurements, symbols, or observations that do not necessarily convey meaning on their own. During processing, a computer system performs operations such as calculating, sorting, comparing, classifying, or summarizing those raw facts. The resulting output is organized and meaningful in a context, allowing a person or organization to interpret it and use it for communication or decision-making; that meaningful result is information. For example, individual daily sales transactions are data. Adding the transactions together and grouping them by product or date produces a sales report, which is information a manager can use to assess performance. This relationship is commonly represented by the input-process-output model: data is entered, processing transforms it according to instructions, and useful information is produced. IBM similarly distinguishes data as raw facts from information as data that has been processed and given context. See [IBM: Data vs. information](#) and the [TechTarget definition of data processing](#).

QUESTION NO: 13

A programmer needs to create a variable that holds a wire length rounded to the nearest tenth. What is the name of the data type that should be used?

- A. Integer
- B. Character string
- C. Floating point
- D. Character

ANSWER: C

Explanation:

Floating point is the appropriate data type because wire length is a measurement that can include a fractional value. Rounding to the nearest tenth produces values such as 2.3, 15.7, or 100.0, so the variable must retain a decimal portion as well as the whole-number portion. Floating-point numeric types are designed to represent numbers with a fractional component and are widely used for measurements, scientific quantities, and other approximate real-world values.

The word “rounded” does not make the measurement a whole number; it specifies the desired precision of one digit after the decimal point. A floating-point value can therefore hold the result of the rounding operation while remaining usable in numerical calculations, comparisons, and conversions. In common programming languages, types such as `float` and `double` are floating-point types. For example, Microsoft describes floating-point types as types that represent real numbers with fractional values, while Python documentation identifies `float` as the built-in type for floating-point numbers. See [Microsoft's floating-point numeric types documentation](#) and [Python's float documentation](#).

QUESTION NO: 14

What can applications use to interact with a database?

- A. Java Database Connectivity
- B. Operating System
- C. IIAS
- D. SQL

ANSWER: D

Explanation:

SQL is correct because it is the standard language used to communicate with and operate on relational databases. An application can issue SQL statements, either directly or through a database driver or data-access library, to request the data it needs and to make authorized changes. For example, a `SELECT` statement retrieves records; `INSERT`, `UPDATE`, and `DELETE` statements create or modify stored records; and data-definition statements such as `CREATE` and `ALTER` define or change database objects such as tables.

This makes SQL the database-facing language that expresses what the application wants the database management system to do. The database system parses the statement, checks permissions and validity, chooses an execution approach, and returns results or a status to the application. SQL is therefore a core foundation for application interaction with relational data, regardless of the specific product or application programming environment in use. The SQL standard is maintained by ISO/IEC as ISO/IEC 9075; see the [ISO SQL standard overview](#). PostgreSQL's official documentation also provides a practical reference for SQL commands and their database operations: [PostgreSQL SQL Commands](#).

QUESTION NO: 15

What are three operating systems that are commonly used today?

Choose 3 answers

- A. Mac OS
- B. Microsoft Outlook
- C. MySQL
- D. Mozilla Firefox
- E. Linux
- F. Microsoft Windows

ANSWER: A E F

Explanation:

Mac OS, Linux, and Microsoft Windows are commonly used operating systems because each manages a computer's hardware resources and provides the core platform on which users run applications, access files, connect to networks, and interact through a graphical or command-line interface. Apple's desktop operating system, now branded macOS, is the standard operating system for Mac computers. It supplies the desktop environment, security features, system services, and application support used across Apple's Mac product line. Microsoft Windows is a broadly deployed operating system for personal computers and business environments, offering the underlying services needed for software, devices, user accounts, storage, and networking. Linux refers to a family of open-source operating systems built around the Linux kernel. Linux distributions are widely used on servers, desktops, cloud infrastructure, embedded devices, and development systems. Together, these platforms represent major operating-system ecosystems used in modern personal, enterprise, and technical computing. Apple describes macOS and its current capabilities at [Apple macOS](#). Microsoft provides an overview of Windows features and releases at [Microsoft Windows](#).