Help Desk Midterm

Name: _____   Date: _____

The following is an examination of your knowledge of computer user support. You have 50 minutes to answer multiple questions totaling 100 points. You can use your notes, books, and your computer. You cannot share answers with any classmates. Good luck.

1. The invention of the first computer was in what year?
    a. 1940's
    b. 1950's
    c. 1960's
    d. 1970's

2. Name twelve end user applications

3. After going through several levels of escalation, what is the name of the position that can give our customer the final stage of support?
    a. Product specialist
    b. Incident screener
    c. Technical support specialist
    d. Support manager

4. Name five pieces of information that you will request as the incident screener at the beginning of a helpdesk session?

5. What is troubleshooting?
    a. The process of defining diagnosing and solving computer problems
    b. The process to find a novel or innovative machine to make life easier
    c. The process of expanding the department's knowledge base
    d. Is an economical a way to provide support to users

6. Computer hardware value _____ in time and computer software value _____ over the years.
    a. Increases, decreases
    b. Decreases, increases
    c. Decreases, stays the same
    d. Stays the same, increases

7. True or False. The first programmable computer was the ENIAC built by Mauchly and Eckart.

8. True or false. The major components of a computer are essentially the same today as the ABC computer of 1939. Therefore, we should learn the basic concepts of computer technology, since the machines and software are just getting smaller and faster.

9. Typically, incident screeners insert the data from a helpdesk session into a _____.
   a. Word document
   b. Excel spreadsheet
   c. PowerPoint slide show
   d. Access database

10. To reduce the amount of time that the incidence screener needs to type data, we use the Look up wizard to create a _____ in the database textbox, so we can select names or other responses quickly.
   a. Textbox
   b. List
   c. Command button
   d. Label

11. We can create tests in Microsoft Word using _____, so that individuals taking the exam can receive their scores as soon as they press the submit command button.
   a. Excel
   b. VBA
   c. PowerPoint
   d. HTML

12. Name four critical thinking skills and provide a short description of each.

13. What is a prepared sequence of questions and statements that support agents can use to handle parts of an incident. It may include decision points and branches to handle different situations.
   a. A script
   b. A form
   c. A questionnaire
   d. A problem

14. Individuals in technical departments maintain a _____ to record their task completed and the number of hours spent.
   a. Gant chart
   b. Project log
   c. Library
   d. Knowledge database

15. These are errors in computer programs that occur when a programmer writes incorrectly coded instructions during program development. The end user runs into these coded errors when using the application.
    a. Viruses
    b. Worms
    c. Malware
    d. Bugs

16. Name six items that one could add to their knowledge base when building a technical library in a helpdesk.

17. When the team leader receives the troubleshooting sheet from a specialist, he or she places the document in a specific folder and adds the category to an index page. The category has a _____ to the troubleshooting sheet.
    a. Page number
    b. Reference
    c. Pointer
    d. Hyperlink

18. Refers to hardware or software products that appear in ads or press releases but that are not yet available for sale.
    a. Document problems
    b. Vendor catalogs
    c. Distributor database
    d. Vaporware

19. The process of trying to repeat a problem, either in the same or different situation or environments, to see if the problem reoccurs.
    a. Rehearsal
    b. Replication
    c. Redundancy
    d. Mesh

20. Named eight common purposes of help desk support web sites.

21. Interrupting the customer is one indication to a client that you are not _____ carefully.
    a. Listening   b. Talking   c. Humming   d. Stressing

22. Our help desk is planning to support the newest release of Microsoft Office this year. The help desk support manager meets with the business's management team to discuss the project. The CEO (Chief Executive Officer) requests a _____, which is a visual tracking tool to see how the project will flow over the next two months.
    a. Project log
    b. Incident reporting log
    c. Gant chart
    d. Pie chart

23. Support managers use this technique to rehearse their entire help desk team. A person from another team will act as the client.
    a. Role playing
    b. Game playing
    c. Team harassment
    d. Team play

24. After a role playing exercise, the helpdesk manager will (circle all correct answers)
    a. Release changes to the troubleshooting sheets
    b. Create new troubleshooting sheets
    c. Schedule training for individuals not performing well
    d. Announce the date and time of the next training session

25. Is the communication skills that permits troubleshooters to confirm their perceptions that a problem was fixed.
    a. Solicitation
    b. Presentation
    c. Verification
    d. Explanation

26. Some help desk problems require the support of field technician to examine the hardware or software problem. In this case, the incident ticket is left open until
    a. The field technician talks to the customer
    b. The field technician visits the client and assesses the problem
    c. The field technician solves the problem to the customer satisfaction
    d. The field technician does nothing

27. Describe a very common software problem that we would see in Microsoft Word 2007 from a new user's perspective or describe a very common hardware problem that we hear from a new user after buying their first laptop.