

Society for Promotion of Vocational & Technical Education [SOVTECH]

Recruitment for the Post of Helpdesk Executive (SDC)

Date of Examination: 29/08/2024

Exam Time: 11:30 AM - 12:00 PM

Exam Slot: A2

**ANSWER KEY**

#	Question	Answer Key	Remarks
1	What does the acronym "CA EMS" stand for?  A. CA Enterprise Management System B. CA Enterprise Management Solution C. CA Essential Management Service D. CA Engineering Management Software	<b>A</b>	
2	What is a threshold in the context of the CA EMS tool?  A. A value that must always be exceeded B. A pre-defined limit that triggers an alert or action when reached C. A report that provides system performance details D. A backup process for critical data	<b>B</b>	
3	Which of the following is NOT an example of a service request?  A. Request for a password reset B. Request for software installation C. A failed application D. Request for access to a shared drive.	<b>C</b>	
4	Which of the following actions might be triggered if a CPU utilization threshold is breached in CA EMS?  A. The system will automatically reboot B. An alert will be generated for further investigation C. All active applications will be terminated D. Additional CPU resources will be allocated automatically	<b>B</b>	
5	An Intrusion Prevention System (IPS) primarily operates at which layer of the OSI model?  A. Data Link Layer B. Network Layer C. Transport Layer D. Application Layer	<b>B</b>	
6	What might be a consequence of high memory utilization in a system monitored by CA EMS?  A. Faster processing speeds B. System slowdowns or crashes C. Reduced network bandwidth D. Lower CPU utilization	<b>B</b>	

7	<p>What is the primary mechanism by which FM-200 suppresses fires?</p> <ul style="list-style-type: none"> <li>A. Cooling the fire</li> <li>B. Smothering the fire</li> <li>C. Interrupting the chemical reaction of the fire</li> <li>D. Displacing oxygen</li> </ul>	<b>C</b>	
8	<p>What does VESDA stand for?</p> <ul style="list-style-type: none"> <li>A. Very Early Smoke Detection Apparatus</li> <li>B. Very Efficient Smoke Detection Apparatus</li> <li>C. Verified Early Smoke Detection Apparatus</li> <li>D. Variable Early Smoke Detection Apparatus</li> </ul>	<b>A</b>	
9	<p>In network security, what is the primary role of an IPS in protecting an organization's infrastructure?</p> <ul style="list-style-type: none"> <li>A. To manage network bandwidth and traffic prioritization</li> <li>B. To detect and respond to potential security threats in real-time</li> <li>C. To provide VPN services for remote users</li> <li>D. To manage and monitor network switches</li> </ul>	<b>B</b>	
10	<p>What is the main purpose of the radiator in a diesel generator?</p> <ul style="list-style-type: none"> <li>A. To cool the electrical components</li> <li>B. To fuel the engine</li> <li>C. To cool the engine by dissipating heat</li> <li>D. To filter exhaust gases</li> </ul>	<b>C</b>	
11	<p>What is the purpose of a Data Centre's cooling system?</p> <ul style="list-style-type: none"> <li>A. To increase server speed</li> <li>B. To maintain optimal operating temperatures for hardware</li> <li>C. To enhance network bandwidth</li> <li>D. To manage software updates.</li> </ul>	<b>B</b>	
12	<p>What is the primary function of an air conditioner?</p> <ul style="list-style-type: none"> <li>A. Heating</li> <li>B. Ventilation</li> <li>C. Humidification</li> <li>D. Cooling</li> </ul>	<b>D</b>	
13	<p>Which protocol is often used by ISPs to provide dynamic IP addresses to customers?</p> <ul style="list-style-type: none"> <li>A. HTTP</li> <li>B. DNS</li> <li>C. DHCP</li> <li>D. FTP</li> </ul>	<b>C</b>	
14	<p>What does the term "value co-creation" mean in ITIL 4?</p> <ul style="list-style-type: none"> <li>A. Value is created by IT alone</li> <li>B. Value is created by engaging users and customers</li> <li>C. Value is created only during service operations.</li> <li>D. Value is created after service operation.</li> </ul>	<b>B</b>	

15	<p>Which of the following is a common feature of a diesel generator's control panel?</p> <ul style="list-style-type: none"> <li>A. Battery charger</li> <li>B. Fuel injector</li> <li>C. Voltage regulator</li> <li>D. Air filter</li> </ul>	<b>C</b>	
16	<p>Which of the following is typically included in a ticket?</p> <ul style="list-style-type: none"> <li>A. Incident description and priority</li> <li>B. IT service catalogue</li> <li>C. Software licensing details</li> <li>D. Strategic IT roadmap</li> </ul>	<b>A</b>	
17	<p>Which is a key benefit of implementing ITIL?</p> <ul style="list-style-type: none"> <li>A. Faster implementation of changes</li> <li>B. Lower incident resolution times</li> <li>C. Improved alignment between IT and business objectives</li> <li>D. Higher employee turnover</li> </ul>	<b>C</b>	
18	<p>FM-200 is a type of what class of fire suppression agents?</p> <ul style="list-style-type: none"> <li>A. Water-based</li> <li>B. Foam</li> <li>C. Clean agent</li> <li>D. Dry powder</li> </ul>	<b>C</b>	
19	<p>What is the primary goal of the CA EMS tool in terms of availability?</p> <ul style="list-style-type: none"> <li>A. To ensure that only critical services are available</li> <li>B. To maximize the availability of all monitored IT services</li> <li>C. To monitor only CPU usage</li> <li>D. To manage software licensing</li> </ul>	<b>B</b>	
20	<p>Who is primarily responsible for resolving an incident?</p> <ul style="list-style-type: none"> <li>A. Service Desk</li> <li>B. Change Manager</li> <li>C. Problem Manager</li> <li>D. Service Owner</li> </ul>	<b>A</b>	
21	<p>Which of the following is a key component of a data center's infrastructure?</p> <ul style="list-style-type: none"> <li>A. Data backup</li> <li>B. Air conditioning</li> <li>C. Customer support</li> <li>D. Marketing</li> </ul>	<b>B</b>	

22	<p>What is an incident according to ITIL?</p> <ul style="list-style-type: none"> <li>A. A request for a new service</li> <li>B. An unplanned interruption to a service or reduction in the quality of a service</li> <li>C. A change request for a new feature</li> <li>D. A request for information from a user</li> </ul>	<b>B</b>	
23	<p>What is a common feature of a Line-Interactive UPS?</p> <ul style="list-style-type: none"> <li>A. Zero transfer time</li> <li>B. Provides voltage regulation</li> <li>C. No battery backup</li> <li>D. High cost</li> </ul>	<b>B</b>	
24	<p>Which device typically sits at the edge of a network and connects to the ISP?</p> <ul style="list-style-type: none"> <li>A. Switch</li> <li>B. Router</li> <li>C. IPS</li> <li>D. Firewall</li> </ul>	<b>B</b>	
25	<p>Which component in a diesel generator is responsible for converting mechanical energy into electrical energy?</p> <ul style="list-style-type: none"> <li>A. Engine</li> <li>B. Alternator</li> <li>C. Fuel pump</li> <li>D. Radiator</li> </ul>	<b>B</b>	
26	<p>What is the primary difference between an Offline/Standby UPS and a Line-Interactive UPS?</p> <ul style="list-style-type: none"> <li>A. Battery capacity</li> <li>B. Power conditioning</li> <li>C. Cost</li> <li>D. Backup duration</li> </ul>	<b>B</b>	
27	<p>What role does the detector's sensitivity play in a VESDA system?</p> <ul style="list-style-type: none"> <li>A. It determines the size of the air-sampling pipe</li> <li>B. It affects how quickly the system will detect smoke</li> <li>C. It regulates the power supply to the system</li> <li>D. It controls the volume of the alarm signal</li> </ul>	<b>B</b>	
28	<p>What is the key difference between an incident and a problem in ITIL?</p> <ul style="list-style-type: none"> <li>A. Incidents focus on diagnosing root causes; problems focus on resolution</li> <li>B. Incidents involve immediate issues; problems involve underlying causes</li> <li>C. Incidents require change requests; problems do not</li> <li>D. Incidents are logged in service catalogs; problems are not.</li> </ul>	<b>B</b>	

29	What is the optimal temperature range for most crops to thrive? A. 10-15°C B. 15-25°C C. 25-35°C D. 35-45°C	<b>B</b>	
30	What is the purpose of a diesel generator's governor? A. To regulate engine temperature B. To control engine speed and load C. To filter exhaust gases D. To start the engine	<b>B</b>	

**Signature of Controller of Examination**