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**Shared by Benson on 20-10-2022**

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## Question 1

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**Question Type:** MultipleChoice

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Which of the following items are used to remind customers of information security? (Multiple Choice)

### Options:

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- A- Account sort-out reminder
- B- Password update reminder
- C- Log protection reminder
- D- Data backup reminder

### Answer:

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A, B, C, D

## Question 2

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**Question Type:** MultipleChoice

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Which of the following statements regarding the operation window time for a software upgrade is false?

**Options:**

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- A- It is determined by the accepted service interruption duration.
- B- It must be longer than the upgrade execution time.
- C- Troubleshooting time must be reserved.
- D- Only network maintenance personnel need to be notified of the operation window time, while the customer does not.

**Answer:**

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D

## Question 3

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**Question Type: MultipleChoice**

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Which of the following architecture is used by mainstream switches?

**Options:**

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- A- Bus
- B- Shared memory
- C- Switching matrix
- D- Distributed
- E- Clos architecture

**Answer:**

---

C

## Question 4

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**Question Type: MultipleChoice**

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Which of the following authorization items is not required for risky operations?

**Options:**

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- A- Management authorization
- B- Technology authorization
- C- Customer authorization
- D- Administrative authorization

**Answer:**

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D

## Question 5

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**Question Type:** MultipleChoice

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Which of the following statements regarding the device software upgrade feasibility is true?

**Options:**

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- A- To ensure the stable running of network devices, you are advised to upgrade the device software in a timely manner.
- B- Generally, the device software upgrade does not affect the stable network running. Therefore, risk assessment and avoidance are not required before the upgrade.
- C- The upgrade only causes service interruption for a very short time. Therefore, you do not need to confirm with the customer about the

upgrade, improving efficiency.

**D-** Before performing a major upgrade or complex upgrade operations, you need to conduct commissioning and test the upgrade plan and contingency plan in the simulation environment.

**Answer:**

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D

## Question 6

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**Question Type: MultipleChoice**

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Which of the following items on the packing list need to be checked during unpacking and inspection?

(Multiple Choice)

**Options:**

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**A-** Part number

**B-** Part model

**C-** Number of parts

**D-** Project name

**Answer:**

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A, B, C, D

## Question 7

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**Question Type: MultipleChoice**

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Which of the following statements regarding network maintenance are true? (Multiple Choice)

**Options:**

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**A-** Routine maintenance belongs to the routine work plan.

**B-** Routine maintenance belongs to the Improve phase of Plan, Design, Implement, Operate, Improve (PDIOI).

**C-** Routine maintenance is driven by events.

**D-** Handling of some issues in troubleshooting can be incorporated into routine maintenance.

**Answer:**

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A, D

## Question 8

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**Question Type:** MultipleChoice

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Assume that you received a phone call at your office seat. An employee said he/she could not access the Internet on the PC and needed your technical support. Then you ran the ping command on his/her PC and ran the tracert command to check where packet loss occurred. Which of the following troubleshooting methods is used in this process?

### Options:

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- A- Configuration comparison
- B- Bottom-up
- C- Service traffic path check
- D- Top-down

### Answer:

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C



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