220-801 Domain 5 Operational Procedures Practice Test
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This practice test consists of ten questions. You need to score at least eight correct to consider yourself prepared for materials related to Domain 5 of the CompTIA A+ 220-801 certification examination. This practice test will also complete the five part series of preparation practice test for the CompTIA A+ 220-801.

1. Which is the proper fire extinguisher type for electrical fires?
   A. Class A
   B. Class B
   C. Class C
   D. Class D
2. What organization is responsible for developing worker safety guidelines?
   A. FCC
   B. IEEE
   C. Microsoft
   D. OSHA
3. Which is the proper way to dispose of a CRT type monitor?
   A. Pack inside a cardboard box and return to CRT manufacturer.
   B. Dispose of CRT at recycling facility.
   C. Place CRT inside metal dumpster and then shatter the screen with a metal hammer while wearing eye protection.
   D. Seal CRT inside a 55 gallon metal drum and then place by roadside for regular garbage pickup service.
4. Which type of document would contain information about the safe handling of a particular toner cartridge?
   A. Shipping packing slip
   B. Invoice
   C. MSDS
   D. Original order form.
5. What should you do before replacing a computer electronic component or device? (Select two answers.)
   A. Wipe all hand tools with alcohol to insure all containments and oily residue is removed.
   B. Follow recommended ESD procedures.
   C. Disconnect the electrical power.
   D. Review the BIOS setup configuration.

6. What is the best protection from electrical surges?

    A. UPS

    B. Electrostatic wrist straps.

    C. ESD mats.

    D. Oscilloscope.

7. What should you do when dealing with customers?

    A. Talk using very technical terms when discussing their computer problem so that the customer is impressed with your knowledge.

    B. Avoid using technical jargon when discussing computer problems with the customer.

    C. Explain procedures to a customer in a stern manner so that they clearly understand the importance of your work.

    D. Always avoid direct eye contact with the customer while explaining the repair procedure.

8. The tracking and documentation of computer evidence is referred to as which?

    A. Chain of custody.

    B. Modes operando

    C. Evidence buffering

    D. Evidence status

9. A customer complains that they lose power because of thunder storms in the summer. As a result, they often loose data while working on their computer. Which is the best solution for their problem?

    A. Tell them to turn their computer off before a thunder storm and do not use it for at least twenty minutes after the storm has passed.

    B. Tell them power and data lose caused by thunder storms is common. Get used to it.

    C. Tell them they need a better grounding system which will result in a better electrical path for the lightning thus avoiding the direct hit to the computer system.

    D. Tell them they need to use a UPS to provide constant power to the computer system for a limited time as well as surge protection.

10. What is the first thing you should do when troubleshooting a computer on a service call?

    A. Ask the customer probing questions to pin down what exactly is the problem.

    B. Test the 120 volt power outlet to insure a proper voltage level.

    C. Check to see if the computer is still under warranty.

    D. Run a credit check on the customer to be sure they can pay for the service.

Correct Answers

1. Which is the proper fire extinguisher type for electrical fires?
C. Class C

2. What organization is responsible for developing worker safety guidelines?
D. OSHA

3. Which is the proper way to dispose of a CRT type monitor?
B. Dispose of CRT at recycling facility.

4. Which type of document would contain information about the safe handling of a particular toner cartridge?
C. MSDS

5. What should you do before replacing a computer electronic component or device? (Select two answers.)
B. Follow recommended ESD procedures.
C. Disconnect the electrical power.

6. What is the best protection from electrical surges?
A. UPS

7. What should you do when dealing with customers?
B. Avoid using technical jargon when discussing computer problems with the customer.

8. The tracking and documentation of computer evidence is referred to as which?
A. Chain of custody.

9. A customer complains that they lose power because of thunder storms in the summer. As a result, they often loose data while working on their computer. Which is the best solution for their problem?
D. Tell them they need to use a UPS to provide constant power to the computer system for a limited time as well as surge protection.

10. What is the first thing you should do when troubleshooting a computer on a service call?
(This will cause some controversy because of the option to check warranty. Remember this is a sample question for procedural topics as outline by the CompTIA. Warranty is not a major objective.)
A. Ask the customer probing questions to pin down what exactly is the problem.