

220-801 Domain 5 Operational Procedures Study Guide

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This is the last in the series of test practice for the CompTIA 220-801 A+ Certification test. The Domain 5 - Operational Procedures accounts for 11 percent of the CompTIA A+ 220-801 examination or approximately 10 questions.

Some Internet site links that will help you prepare for this domain.

Reporting Cyber Crime

<http://www.justice.gov/criminal/cybercrime/reporting.html>

Dealing with difficult customers

<http://www.buzzle.com/articles/how-to-deal-with-customers.html>

5.0 Operational Procedures

5.1 Given a scenario, use appropriate safety procedures.

- ESD straps
- ESD mats
- Self-grounding
- Equipment grounding
- Personal safety
 - Disconnect power before repairing PC
 - Remove jewelry
 - Lifting techniques
 - Weight limitations
 - Electrical fire safety
 - CRT safety – proper disposal
 - Cable management
- Compliance with local government regulations

5.2 Explain environmental impacts and the purpose of environmental controls.

- MSDS documentation for handling and disposal
- Temperature, humidity level awareness and proper ventilation
- Power surges, brownouts, blackouts
 - Battery backup
 - Surge suppressor
- Protection from airborne particles
 - Enclosures
 - Air filters
- Dust and debris
 - Compressed air
 - Vacuums
- Component handling and protection
 - Antistatic bags
- Compliance to local government regulations

5.3 Given a scenario, demonstrate proper communication and professionalism.

- Use proper language – avoid jargon, acronyms, slang when applicable
- Maintain a positive attitude
- Listen and do not interrupt the customer
- Be culturally sensitive
- Be on time (if late contact the customer)
- Avoid distractions
 - Personal calls
 - Talking to co-workers while interacting with customers
 - Personal interruptions

- Dealing with difficult customer or situation
 - Avoid arguing with customers and/or being defensive
 - Do not minimize customer's problems
 - Avoid being judgmental
 - Clarify customer statements (ask open ended questions to narrow the scope of the problem, restate the issue or question to verify understanding)
- Set and meet expectations/timeline and communicate status with the customer
 - Offer different repair/replacement options if applicable
 - Provide proper documentation on the services provided
 - Follow up with customer/user at a later date to verify satisfaction
- Deal appropriately with customers confidential materials

Located on a computer, desktop, printer, etc.

5.4 Explain the fundamentals of dealing with prohibited content/activity.

- First response
 - Identify
 - Report through proper channels
 - Data/device preservation
- Use of documentation/documentation changes
- Chain of custody
 - Tracking of evidence/documenting process