

**9628-07 Level 3 Award in Mobile and Operating Systems (for the  
Level 3 Infrastructure Technician Apprenticeship)**  
9628-807 Mobile and Operating Systems

Sample question paper

Duration: 45 minutes

Candidate's name:

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Candidate's enrolment number:

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Centre name:

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Centre number:

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Date:

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- 1 What is the function of a hardware server?
  - a. A mobile device for personal use.
  - b. A computer that is dedicated to sharing data and resources.
  - c. A laptop computer for personal use.
  - d. A computer that runs multiple virtualised operating systems.
  
- 2 Which one of the following would be **best** for storing confidential data?
  - a. A virtual server accessed using the internet.
  - b. A standalone computer with no networking connections.
  - c. A laptop computer.
  - d. A mobile device.
  
- 3 Which one of the following would be **best** for a travelling sales representative who needs to have access to both MS Windows and Mac OS?
  - a. A desktop and laptop computer running different systems.
  - b. A laptop computer.
  - c. A laptop computer that has been virtualised.
  - d. A mobile device.
  
- 4 What is an **essential** feature of Firmware?
  - a. It can be reprogrammed when needed.
  - b. It is coded into system hardware.
  - c. It requires regular system updates.
  - d. It can be applied to different systems.
  
- 5 Which of the following are tasks performed by Operating Systems?
  - a. Editing videos.
  - b. Word processing.
  - c. Requesting downloads and displaying web pages from the internet.
  - d. Controlling computer hardware and organising the running of software.
  
- 6 Which one of the following is a command line program?
  - a. An application that has a rich Graphical User Interface (GUI).
  - b. An internet web browser.
  - c. A program that only accepts typed instructions.
  - d. A desktop publishing application.
  
- 7 Which one of the following methods of disposal meets Waste Electrical and Electronic Equipment recycling regulations?
  - a. Computer equipment can be put in with normal waste.
  - b. Computer equipment must have all data erased.
  - c. Electrical equipment must be incinerated.
  - d. Electrical batteries must be recycled professionally.
  
- 8 Which one of the following **must** be included in an end-to-end test plan?
  - a. Pass and fail criteria for later evaluation.
  - b. A record of each test result.
  - c. The cause of any test failure.
  - d. Corrective action in the event of a pass.
  
- 9 Which one of the following is a **key** part of an end-to-end test execution?
  - a. Define an approach on how to carry out the test plan.
  - b. Carry out a test as documented in the test plan.
  - c. Select what will be tested.
  - d. Define the scope of the test.

- 10 Following an end-to-end test, which one of the following would be the **most** appropriate action to take if a newly installed system is not working correctly?
- Analyse the test execution and agree a new test plan.
  - Review the test plan and identify elements for change.
  - Review the results and create a new testing methodology.
  - Analyse results and agree appropriate corrective action.
- 11 Which one of the following **best** describes the purpose of a command line interface (CLI)?
- It allows user interaction with the OS via a typewritten interface.
  - It is a graphical user interface (GUI).
  - It is only used to run system backups.
  - It stops malware and Trojans from infecting the computer system.
- 12 What are accessibility tools used for?
- Adapting the system time based on local time zone.
  - Adjusting the firewall access settings for online gaming.
  - Adapting the system for vision impaired individuals.
  - Adjusting the language settings for non-English readers.
- 13 What is a built-in editor used for?
- Editing images.
  - Editing system settings and script files.
  - Collecting error messages via syslog.
  - Parsing and sorting large data sets.
- 14 Which one of the following is the correct definition of cryptographic hashing?
- A form of symmetric encryption.
  - A function that is one way and cannot be reversed.
  - A function that generates public and private keys.
  - A form of asymmetric decryption.
- 15 Which one of the following **best** describes the role of 'groups' when setting member permissions to use a system resource?
- Users can only be a member of a single group on any computer system.
  - Users can override their group rights based on their sudo rights.
  - Some groups can be merged to form superusers on some systems.
  - They are a collection of users with the same inherited rights.
- 16 Which anti-malware tool is **primarily** used to protect against information being passed on without authorisation?
- Anti-virus software.
  - Anti-spyware software.
  - Software firewall.
  - Encryption software.
- 17 Which one of the following **best** describes the use of 'authentication policy enforcement'?
- The authentication process is the same for all users.
  - The password is not the same for different users.
  - All users are regularly audited.
  - All users authenticate periodically.
- 18 Which one of the following statements is **not** correct regarding anti-malware?
- It focuses on newer threats than anti-virus software.
  - It removes all non-essential programmes and utilities.
  - It protects users from the latest threats.
  - It updates rules faster than anti-virus software.
- 19 Which one of the following cable types supports communication over 150 metres?
- Cat 5.
  - Cat 5e.
  - Cat 6.
  - Fibre.

- 20 Which one of the following is a tool used to deploy software to remote mobile devices?
- Mobile Device Management (MDM).
  - User configuration tools.
  - Mobile operating system updates.
  - Push notifications.
- 21 What are the **most** important security factors for providing remote access to business data on a mobile device?
- Authentication and bandwidth.
  - Monitoring and performance.
  - Performance and encryption.
  - Authentication and encryption.
- 22 Which protocol uses a RADIUS server for authentication?
- WAP.
  - WEP.
  - WPA2 Personal.
  - WPA2 Enterprise.
- 23 Which one of the following **best** describes an authentication method?
- It is a technology that can establish a user's identity.
  - It is a technology that provides access permissions to users.
  - It is technology that enables access via secure means.
  - It is technology that provides users with passwords.
- 24 Which one of the following is the **main** security vulnerability when authenticating a user during remote support?
- Two factor authentication.
  - AES encryption.
  - Asymmetric encryption.
  - The individual delivering the support.
- 25 Which one of the following is the **main** security consideration when a user requires access to a secure database?
- Ensuring that they are able to gain access.
  - Ensuring that they have the correct authorisation.
  - Having a 24/7 help desk to resolve access issues.
  - Having a set of personal questions to authenticate the user.
- 26 Which one of the following is the **most** likely reason to remotely wipe a secure mobile device?
- It has been left in a secure office.
  - It has been left at the user's home.
  - It has been lost on public transport.
  - It has been handed to the police as lost property.
- 27 What must be considered **before** commencing remote desktop support service to a customer who has agreed to subscribe to this?
- Customer's staff concerns about privacy issues.
  - IP addressing conflicts and potential duplication.
  - Local host software licensing and copyright issues.
  - Compatibility with existing systems.
- 28 Which one of the following is **not** a valid reason for BYOD management?
- The device is being used in a secure environment.
  - The device is being used in an insecure environment.
  - The device may not be PIN protected.
  - The company software can only be used in specific locations.
- 29 Which one of the following should **not** be included in an organisational disaster recovery plan?
- Contact information.
  - Guidelines on use.
  - Step-by-step recovery procedures.
  - How to respond to data protection requests.

- 30 Which one of the following is a **key** element of an acceptable use policy?
- a. PIN protection is not required on mobile devices.
  - b. Passwords are the responsibility of the organisation to manage.
  - c. Users should be guided on the types of network they can connect to.
  - d. Employees are not responsible for the safety of unattended equipment.

**NOW GO BACK AND CHECK YOUR WORK**

- **IMPORTANT -**  
Are the details at the top of the answer sheet correct?

