1. What is a virus?
2. What is a remote desktop connection and how does it work?
3. What is a firewall, and how can it be modified?
4. What is a service pack?
5. What is Rogue ant-spyware?
6. What does a customer representative do?
7. What should a computer repair technician say when answering a phone call?
8. What is phishing?
9. What is Copyright?
10. A single licensed software can legally be used how?
11. Downloading music, videos, and games complies with the acceptable use policy when?
12. How would a technician dress when working for a large law firm?
13. What is an MMC card? Where is it used?
14. What are the physical differences between an SSD drive and a conventional drive?
15. What is a KVM switch and what is it used for?
16. If a motherboard has two CPU’s, what do the two processors have to have in common?