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| **True / False** |

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| 1. Business enhancements such as encrypted files, joining a domain, and processing Group Policy settings are available in Windows 10 Home.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 2. Cortana can optionally link external accounts that the user has on services such as Office 365.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 3. In Windows 10, the standard protocol for computers to format and exchange data across a network is Remote Assistance.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 4. Windows 10 Enterprise and Education editions do not include support for tablet computers as a standard feature.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 5. The installation process of Windows 10 takes a snapshot of the computer's hardware and calculates a digital signature to identify that computer.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| **Multiple Choice** |

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| 6. How much RAM is supported by the 32-bit version of Windows 10.   |  |  |  | | --- | --- | --- | |  | a. | 4 GB | |  | b. | 2048 GB | |  | c. | 64 GB | |  | d. | 16 GB |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 7. Which of the following is a feature built into Windows 10 that supports MFA and will use a TPM, if available?   |  |  |  | | --- | --- | --- | |  | a. | Windows Store | |  | b. | Microsoft Edge | |  | c. | Microsoft Passport | |  | d. | Continuum |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 8. Which Windows feature uses audio and speech to interact with a user to search for information?   |  |  |  | | --- | --- | --- | |  | a. | Cortana | |  | b. | Continuum | |  | c. | Edge | |  | d. | Start menu |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 9. Which Windows feature automatically adjusts the display and input methods depending on the form factor being used and whether a hardware keyboard is active?   |  |  |  | | --- | --- | --- | |  | a. | Cortana | |  | b. | Continuum | |  | c. | Edge | |  | d. | Start menu |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 10. Where should you go on the Windows 10 desktop if you want to see important notifications from the operating system?   |  |  |  | | --- | --- | --- | |  | a. | Taskbar | |  | b. | Start menu | |  | c. | Action Center | |  | d. | Lock screen |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 11. Which Windows feature includes three columns and includes live tiles in the right-hand column?   |  |  |  | | --- | --- | --- | |  | a. | Lock screen | |  | b. | Start menu | |  | c. | Search interface | |  | d. | Taskbar |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 12. What new feature in Windows 10 allows the user to create multiple desktops that can host different open windows?   |  |  |  | | --- | --- | --- | |  | a. | Open Desktop | |  | b. | Virtual Desktop | |  | c. | Window Manager | |  | d. | Windows CardSpace |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 13. Applications can share code modules by using which Windows programming feature?   |  |  |  | | --- | --- | --- | |  | a. | DLLs | |  | b. | EFS | |  | c. | MDMs | |  | d. | MFA |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 14. Which Windows 10 feature allows a device to sleep but continue to perform basic tasks like downloading Windows updates?   |  |  |  | | --- | --- | --- | |  | a. | Hiberboot | |  | b. | Modern Standby | |  | c. | Fast startup | |  | d. | InstantGo |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 15. Which of the following allows windows to quickly be resized by clicking the title bar of the window and dragging it to the top, sides, or middle of the screen?   |  |  |  | | --- | --- | --- | |  | a. | Drag | |  | b. | Task View | |  | c. | Snap | |  | d. | Shake |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 16. Which of the following terms represents a collection of data, files, and instructions with a specific purpose while it is running?   |  |  |  | | --- | --- | --- | |  | a. | command | |  | b. | process | |  | c. | thread | |  | d. | order |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 17. If a thread is not finished running, perhaps because it had to wait or it was preempted, it is typically restarted on the same processor that previously ran it. What is this known as?   |  |  |  | | --- | --- | --- | |  | a. | multitasking | |  | b. | preemptive multitasking | |  | c. | processor affinity | |  | d. | cooperative multitasking |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 18. Which of the following systems have more than one physical CPU?   |  |  |  | | --- | --- | --- | |  | a. | Multiprocessor | |  | b. | Multitasking | |  | c. | Hyper-Threading | |  | d. | Multi-Core |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 19. Which of the following types of CPUs have extra hardware built in to allow more than one thread to be processed at the same time on a single CPU?   |  |  |  | | --- | --- | --- | |  | a. | Multi-Core | |  | b. | Multitasking | |  | c. | Hyperthreading | |  | d. | Preemptive |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 20. Which of the following assumes that hardware components can be connected or activated at any time while the operating system is running?   |  |  |  | | --- | --- | --- | |  | a. | Multitasking technology | |  | b. | Plug and Play technology | |  | c. | Multiprocessing technology | |  | d. | Hyperthreading technology |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 21. Which of the following file systems uses a 32-bit numbering system to increase the number of data blocks that can be managed and organized as part of a single partition?   |  |  |  | | --- | --- | --- | |  | a. | FAT16 | |  | b. | FAT20 | |  | c. | FAT32 | |  | d. | NTFS32 |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 22. What type of disk can be stored in a single file on a physical disk?   |  |  |  | | --- | --- | --- | |  | a. | virtual | |  | b. | USB | |  | c. | SATA | |  | d. | encrypted |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 23. What type of firmware should you look for on a PC if you want the computer to support GPT partitions?   |  |  |  | | --- | --- | --- | |  | a. | UEFI | |  | b. | BIOS | |  | c. | NTFS | |  | d. | TPM |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 24. Which file system should you use if you want to use EFS?   |  |  |  | | --- | --- | --- | |  | a. | virtual | |  | b. | NTFS | |  | c. | GPT | |  | d. | FAT32 |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 25. What Windows 10 feature should you use if you need to run an older application on an earlier version of Windows using the same computer you are using to run Windows 10?   |  |  |  | | --- | --- | --- | |  | a. | Client Hyper-V | |  | b. | Compatibility Troubleshooter | |  | c. | Remote Desktop | |  | d. | Remote Assistance |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 26. Which of the following terms is a collection of computers and users that are identified by a common security database?   |  |  |  | | --- | --- | --- | |  | a. | workgroup | |  | b. | controller | |  | c. | segment | |  | d. | domain |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| **Completion** |

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| 27. Windows 10 includes a personalized virtual assistant application called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | Cortana | |

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| 28. Windows 10 is continuously improved as if it were a service the user has subscribed to. This operating system update strategy is commonly referred to as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | Windows as a Service | |

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| 29. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ mode is designed for a traditional computer with a mouse and keyboard.   |  |  | | --- | --- | | *ANSWER:* | Desktop | |

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| 30. Programmers compile a list of instructions to build their applications. These instructions are typically grouped into units of code called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | threads | |

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| 31. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ multitasking allows a single process to be interrupted by another process, even if the first process has not completed.   |  |  | | --- | --- | | *ANSWER:* | Preemptive | |

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| **Matching** |

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| Match each item with a statement below.   |  |  | | --- | --- | | a. | Continuum | | b. | Cortana | | c. | desktop mode | | d. | device driver | | e. | domain controller | | f. | Dynamic Link Library | | g. | hyperthreading | | h. | Multitasking | | i. | Quantum | |

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| 32. the Windows 10 feature that automatically adjusts Windows 10 between desktop mode and tablet mode as the device state changes   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 33. a personalized virtual search assistant   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 34. the traditional configuration for a Windows 10 computer that is optimized for use with a mouse and keyboard   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 35. software written by the developer of a hardware component that tells the operating system how to talk to and control the hardware   |  |  | | --- | --- | | *ANSWER:* | d | |

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| 36. server responsible for holding a domain security database   |  |  | | --- | --- | | *ANSWER:* | e | |

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| 37. a file that holds application code modules   |  |  | | --- | --- | | *ANSWER:* | f | |

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| 38. a technique used in certain Intel processors to improve their overall performance by working on more than one independent piece of code at a time   |  |  | | --- | --- | | *ANSWER:* | g | |

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| 39. term used to describe the appearance of more than one application sharing the CPU of the computer   |  |  | | --- | --- | | *ANSWER:* | h | |

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| 40. the amount of time allocated to a program running in a preemptive multitasking environment   |  |  | | --- | --- | | *ANSWER:* | i | |

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| **Subjective Short Answer** |

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| 41. What are the four mainstream versions of Windows 10?   |  |  | | --- | --- | | *ANSWER:* | The four mainstream versions of Windows 10 are: \* Windows 10 Home \* Windows 10 Professional \* Windows 10 Enterprise \* Windows 10 Education | |

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| 42. What are the main features included with Windows 10 Professional?   |  |  | | --- | --- | | *ANSWER:* | In a corporate environment, the enhanced manageability of Windows 10 Professional allows a business to simplify its operations and concentrate on doing business. This version includes the features of Window 10 Home plus the following: \*64-bit version supports up to 2048 GB of RAM \*Domain join \*Group Policy management \*Remote Desktop \*Client Hyper-V \*Enterprise Mode Internet Explorer (EMIE) \*Assigned Access \*Azure Active Directory join with single sign-on to cloud-hosted apps \*Windows Store for Business \*BitLocker drive encryption \*Enterprise Data Protection \*Windows Update for Business \*Current Branch for Business \*Easy Upgrade from Professional to Enterprise edition | |

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| 43. Briefly describe Windows 10's 64-bit computing support.   |  |  | | --- | --- | | *ANSWER:* | Depending on the version of Windows 10, the 64-bit editions can support up to 2048 GB of RAM. The practical limit to how much RAM can be installed in a computer is usually a limit of the computer hardware design. Server class computers may support adding more RAM than desktop computers, but they will likely not support the installation of Windows 10 as an operating system. A better choice for server class computers is a server-class operating system such as Windows Server 2016. | |

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| 44. Describe multifactor authentication and its benefits.   |  |  | | --- | --- | | *ANSWER:* | Attackers have better tools and strategies today, which also makes a password alone a weak mechanism for protecting a user's identity. The trend to prove users are who they say they are is moving to authentication based on multifactor authentication (MFA). Each authentication factor is a different form of evidence confirming the user's identity. Instead of authenticating with one factor, like a password, the user must be able to prove at least two, a challenge known as two-factor authentication. Common factors the user can be tested on include something they know (such as a password), something they have (such as a smart card), and something they are (a fingerprint or retina scan). | |

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| 45. What are some of the notable new features of Microsoft Edge?   |  |  | | --- | --- | | *ANSWER:* | Microsoft Edge has some notable new features. When a user signs in to a device running Windows 10 using a Microsoft account, data such as favorite sites and stored web content can be synchronized between all of the user's Windows 10 devices. Web content can be cluttered with links, ads, and other formatting that make it hard to read some web text. Microsoft Edge allows the user to enable a reading view that can remove that visual clutter, improving the user's ability to focus on key content. To enrich the browsing experience, Microsoft Edge also allows the user to add notes, highlights, and free-form writing on a webpage. | |

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| 46. What is continuum?   |  |  | | --- | --- | | *ANSWER:* | When Windows 10 is installed on a computer with a touch screen, it can be used in desktop mode or tablet mode. Desktop mode is designed for a traditional computer with a mouse and keyboard. Tablet mode is optimized to make touch easier by making icons larger. Windows 10 automatically adjusts the display and input methods depending on the form factor being used. When a keyboard is detached or folded away, the device automatically switches to tablet mode. This automatic switching between modes is called Continuum. | |

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| 47. What are some of the new features of the Windows 10 Start menu?   |  |  | | --- | --- | | *ANSWER:* | When browsing the Start menu, three columns of information are displayed. The left-hand column displays small icons to identify the currently signed-in user and access File Explorer, system settings, and power controls. A description of each small icon can be seen by hovering the mouse over the icon. If desired, this column can be expanded by clicking the menu icon at the top of the column. The middle column lists a series of links, with the user's most used applications at the top, and a sorted list of installed applications below that. The right-hand column includes application live tiles that display up-to-date information from applications and allow the user to fully launch those applications. The application live tile feature was made popular by Windows 8; however, Windows 8 did not offer the blended experience of a Start menu together with application live tiles. Windows 10 offers the best of both worlds in its Start menu. Jump lists are reintroduced with Windows 10 to identify what content was recently opened by an application, or what content is automatically linked to the menu item. The left-hand column of the Start menu displays an arrow next to the Start menu item if the item has a jump list associated with it. Clicking the arrow will open the jump list for that item. If a user clicks an item on the jump list, the content or listed application is opened. If nothing is selected and the user clicks elsewhere, the jump list disappears. | |

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| 48. What are the power management features included with Windows 10?   |  |  | | --- | --- | | *ANSWER:* | The Fast Startup feature of Windows 10 captures the state of the computer's operating system and drivers, saving them to a file on the local hard drive before the computer enters a low-power hibernation mode. When the computer is woken up, the hibernation image is loaded faster than starting the operating system from scratch. If a device running Windows 10 supports hibernation, this feature can be enabled primarily as a software feature. | |

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| 49. Briefly describe the Remote Assistance feature included with Windows 10.   |  |  | | --- | --- | | *ANSWER:* | Remote Assistance is a stand-alone application included with all versions of Windows 10. A user can ask for help from a trusted professional over the network using email, file transfer, or the Easy Connect service. Easy Connect allows a computer to be discovered over the Internet using a generated password and the IPv6 network protocol. This is accomplished by establishing a live connection between the computer and public servers configured to support this service. The password uniquely identifies your computer on the public server. The professional service provider can connect to chat, transfer files, run diagnostics, and reconnect across reboots. | |

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| 50. What are the major differences between workgroup and domain models?   |  |  | | --- | --- | | *ANSWER:* | The major differences between the workgroup and domain models are how the members are managed and the limits to sharing resources. A Windows 10 computer can be used as a server in a domain, but the connection limits mentioned in the workgroup model still apply. Server-class operating systems, such as Windows Server 2016, can theoretically have an unlimited number of clients access a shared resource simultaneously. The practical limit with centralized servers becomes overall performance and licensing. | |