

CompTIA 220-1102 Technical Training & 220-1102 Test Question



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>> **CompTIA 220-1102 Technical Training** <<

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CompTIA A+ Certification Exam: Core 2 (220-1102) is the second of two exams that candidates must pass to obtain the CompTIA A+ certification. The first exam, the 220-1001, focuses on hardware, networking, mobile devices, and virtualization. The 220-1102 Exam focuses on operating systems, security, software troubleshooting, and operational procedures. Both exams are designed to test the candidate's knowledge and skills in the areas of IT support and technical troubleshooting.

CompTIA A+ Certification Exam: Core 2 Sample Questions (Q39-Q44):

NEW QUESTION # 39

Which of the following change management practices lists all the changes that are taking place for a project to ensure that no unexpected changes happen?

- A. Rollback plan

- B. Review
- C. Risk analysis
- **D. Scope**

Answer: D

Explanation:

In change management, the scope of a project lists all the changes that are taking place. The scope ensures that all team members understand the boundaries and extent of the project, helping to prevent unexpected changes. Here's a Scope: Defines the project's boundaries and deliverables, including all the planned changes. It ensures that everyone involved understands what is included and excluded in the project, minimizing unexpected changes.

Risk analysis: Identifies potential risks and their impact but does not list the changes.

Rollback plan: Provides a strategy for reverting changes if something goes wrong but does not list changes.

Review: Involves evaluating changes but does not compile the list of changes.

Reference:

CompTIA A+ 220-1102 Exam Objectives, Section 4.2: Explain basic change-management best practices.

Change management documentation.

NEW QUESTION # 40

Which of the following is used to identify potential issues with a proposed change prior to implementation?

- **A. Sandbox testing**
- B. Rollback plan
- C. End-user acceptance
- D. Request form

Answer: A

Explanation:

Explanation

Sandbox testing is a method of identifying potential issues with a proposed change prior to implementation. It involves creating a simulated or isolated environment that mimics the real system and applying the change to it. This can help to verify that the change works as expected and does not cause any errors or conflicts.

Request form, rollback plan and end-user acceptance are other components of a change management process, but they do not involve identifying issues with a change. Verified References:

<https://www.comptia.org/blog/what-is-sandbox-testing> <https://www.comptia.org/certifications/a>

NEW QUESTION # 41

A user turns on a new laptop and attempts to log in to specialized software, but receives a message stating that the address is already in use. The user logs on to the old desktop and receives the same message. A technician checks the account and sees a comment that the user requires a specifically allocated address before connecting to the software. Which of the following should the technician do to MOST likely resolve the issue?

- A. Set the laptop configuration to DHCP to prevent conflicts.
- B. Replace the network card in the laptop, as it may be defective.
- **C. Remove the static IP configuration from the desktop.**
- D. Bridge the LAN connection between the laptop and the desktop.

Answer: C

NEW QUESTION # 42

Which of the following items require special e-waste recycling? (Select two).

- A. Solid-state drive
- **B. Laptop battery**
- **C. CRT monitor**
- D. Power supply
- E. A/C adapter

- F. Surge protector

Answer: B,C

Explanation:

Some electronic items require special e-waste recycling because they contain hazardous materials that can harm the environment and human health if disposed of improperly¹². Laptop batteries and CRT monitors are examples of such items.

Laptop batteries are usually made of lithium-ion or nickel-metal hydride, which are both toxic and flammable substances³⁴. If laptop batteries are thrown in the trash, they can leak, catch fire, or explode, causing pollution and injuries⁵. Therefore, laptop batteries should be recycled at authorized collection centers or through manufacturer take-back programs.

CRT monitors are old types of display devices that use cathode ray tubes, which are glass tubes that emit electrons to create images on the screen. CRT monitors contain lead, mercury, cadmium, and phosphor, which are all harmful metals that can contaminate the soil, water, and air if dumped in landfills. Therefore, CRT monitors should be recycled at certified e-waste facilities or through retailer or manufacturer trade-in programs.

Reference:

1: CompTIA A+ Certification Exam Core 2 Objectives, page 13 2: Environmental Impacts - CompTIA A+ 220-1102 - 4.53 3: The Official CompTIA A+ Core 2 Instructor Guide (Exam 220-1102), page 10-12 4: CompTIA CertMaster Learn for A+ Core 2 (220-1102) - Student Access Key 5: [Why You Should Recycle Your Old Laptop Battery] : [How to Recycle Laptop Batteries] : [Laptop Battery Recycling] : [How to Recycle Laptop Batteries] : The Official CompTIA A+ Core 2 Instructor Guide (Exam 220-1102), page 10-12 : CompTIA CertMaster Learn for A+ Core 2 (220-1102) - Student Access Key : [What is a CRT Monitor?] : [How to Recycle CRT Monitors] : [CRT Monitor Recycling] : [How to Recycle CRT Monitors]

NEW QUESTION # 43

A change advisory board just approved a change request. Which of the following is the MOST likely next step in the change process?

- A. Sandbox testing
- B. Communicate to stakeholders
- C. End user acceptance
- D. Perform risk analysis

Answer: A

Explanation:

The risk analysis should be performed before it's taken to the board. The step after the board approves the change is End User Agreement Reference: https://www.youtube.com/watch?v=Ru77iZxuEIA&list=PLG49S3nxzAnna96gzhJrzkii4hH_mgW4b&index=59

NEW QUESTION # 44

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