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Google Associate-Google-Workspace-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Managing Objects: This section of the exam measures the skills of Google Workspace Administrators and covers the management of user accounts, shared drives, calendars, and groups within an organization. It assesses the ability to handle account lifecycles through provisioning and deprovisioning processes, transferring ownership, managing roles, and applying security measures when access needs to be revoked. Candidates must understand how to configure Google Cloud Directory Sync (GCDS) for synchronizing user data, perform audits, and interpret logs. Additionally, it tests knowledge of managing Google Drive permissions, lifecycle management of shared drives, and implementing security best practices. The section also focuses on configuring and troubleshooting Google Calendar and Groups for Business, ensuring proper access control, resource management, and the automation of group-related tasks using APIs and Apps Script.

Topic 2	<ul style="list-style-type: none"> • Configuring Services: This section of the exam evaluates the expertise of IT Systems Engineers and emphasizes configuring Google Workspace services according to corporate policies. It involves assigning permissions, setting up organizational units (OUs), managing application and security settings, and delegating Identity and Access Management (IAM) roles. The section also covers creating data compliance rules, applying Drive labels for data organization, and setting up feature releases such as Rapid or Scheduled Release. Candidates must demonstrate knowledge of security configurations for Google Cloud Marketplace applications and implement content compliance and security integration protocols. Furthermore, it includes configuring Gmail settings such as routing, spam control, email delegation, and archiving to ensure communication security and policy alignment across the organization.
Topic 3	<ul style="list-style-type: none"> • Troubleshooting: This section of the exam measures the skills of Technical Support Specialists and focuses on identifying, diagnosing, and resolving issues within Google Workspace services. It tests the ability to troubleshoot mail delivery problems, interpret message headers, analyze audit logs, and determine root causes of communication failures. Candidates are expected to collect relevant logs and documentation for support escalation and identify known issues. The section also evaluates knowledge in detecting and mitigating basic email attacks such as phishing, spam, or spoofing, using Gmail security settings and compliance tools. Additionally, it assesses troubleshooting skills for Google Workspace access, performance, and authentication issues across different devices and applications, including Google Meet and Jamboard, while maintaining service continuity and network reliability.
Topic 4	<ul style="list-style-type: none"> • Supporting Business Initiatives: This section of the exam measures the skills of Enterprise Data Managers and covers the use of Google Workspace tools to support legal, reporting, and data management initiatives. It assesses the ability to configure Google Vault for retention rules, legal holds, and audits, ensuring compliance with legal and organizational data policies. The section also involves generating and interpreting user adoption and usage reports, analyzing alerts, monitoring service outages, and using BigQuery to derive actionable insights from activity logs. Furthermore, candidates are evaluated on their proficiency in supporting data import and export tasks, including onboarding and offboarding processes, migrating Gmail data, and exporting Google Workspace content to other platforms.
Topic 5	<ul style="list-style-type: none"> • Data Access and Authentication: This section of the exam evaluates the capabilities of Security Administrators and focuses on configuring policies that secure organizational data across devices and applications. It includes setting up Chrome and Windows device management, implementing context-aware access, and enabling endpoint verification. The section assesses the ability to configure Gmail Data Loss Prevention (DLP) and Access Control Lists (ACLs) to prevent data leaks and enforce governance policies. Candidates must demonstrate an understanding of configuring secure collaboration settings on Drive, managing client-side encryption, and restricting external sharing. It also covers managing third-party applications by controlling permissions, approving Marketplace add-ons, and deploying apps securely within organizational units. Lastly, this section measures the ability to configure user authentication methods, such as two-step verification, SSO integration, and session controls, ensuring alignment with corporate security standards and compliance requirements.

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Google Associate Google Workspace Administrator Sample Questions (Q99-Q104):

NEW QUESTION # 99

Your organization's users are reporting that a large volume of legitimate emails are being misidentified as spam in Gmail. You want to troubleshoot this problem while following Google-recommended practices. What should you do?

- A. Disable spam filtering for all users.
- **B. Contact Google Workspace support and report a suspected system-wide spam filter malfunction.**
- C. Adjust the organization's mail content compliance settings in the Admin console.
- D. Advise users to individually allowlist senders.

Answer: B

Explanation:

If legitimate emails are being misidentified as spam across the organization, it suggests that there may be a broader issue with the spam filtering system. Contacting Google Workspace support to investigate and resolve the problem is the recommended approach. Disabling spam filtering or adjusting individual settings may not resolve the root cause and could potentially lead to further issues.

NEW QUESTION # 100

Your organization wants to ensure that all employees who use Chrome browsers for work adhere to specific security and configuration settings. You need to manage and control the Chrome browsers used within the company while using the least expensive solution. What should you do?

- A. Remotely wipe all employee devices to ensure that they are using the latest Chrome browser version.
- B. Disable all extensions on employee Chrome browsers to prevent any potential security risks.
- C. Use a third-party software deployment solution to manage the Chrome browser.
- **D. Enroll the Chrome browsers in your organization's domain and apply Chrome browser policies.**

Answer: D

Explanation:

Google Workspace (specifically Chrome Enterprise Core, which is often included or available for free with Google Workspace editions) provides built-in capabilities to manage Chrome browsers across an organization. By enrolling Chrome browsers in your domain, you can apply policies centrally from the Google Admin console, controlling security settings, extensions, updates, and more. This is a first-party, cloud-based solution that doesn't require additional software or licensing costs beyond your existing Google Workspace subscription, making it the "least expensive solution." Here's why the other options are less suitable for managing Chrome browsers with the least expense:

A . Use a third-party software deployment solution to manage the Chrome browser. While possible, this would incur additional costs for the third-party software, its licensing, and potentially its maintenance. Google Workspace offers native browser management, so a third-party solution is not the "least expensive." B . Remotely wipe all employee devices to ensure that they are using the latest Chrome browser version. Remotely wiping devices is a drastic and disruptive measure, typically used for lost/stolen devices or offboarding. It's not a standard or appropriate method for managing browser versions or applying configuration settings. It would also be highly expensive in terms of lost productivity and IT effort.

D . Disable all extensions on employee Chrome browsers to prevent any potential security risks. While disabling extensions can mitigate some risks, it's an overly broad and potentially disruptive action that could hinder employee productivity if legitimate and necessary extensions are disabled. More importantly, it's just one potential policy you might apply, not the method for managing the browsers centrally and cost-effectively. Chrome browser policies allow for granular control, including allowing/blocking specific extensions.

Reference from Google Workspace Administrator:

Set Chrome policies for users or browsers: This is the key administrative function that allows you to manage Chrome browsers. It describes how to apply policies to Chrome browsers enrolled in your organization's domain.

Reference:

Chrome Enterprise Core: This outlines the free cloud-based management features available for Chrome browsers, which are often integrated with Google Workspace. It explicitly states that "cloud-based management and reporting for \$0" are available with Chrome Enterprise Core.

Maximizing Google Chrome Management in Google Workspace: This article further emphasizes that "the basic policies for Google Chrome management are available for free with Google Workspace." By leveraging the built-in Chrome browser management capabilities within the Google Workspace Admin console, organizations can centrally control Chrome settings and security with no additional software cost, fitting the "least expensive solution" requirement.

NEW QUESTION # 101

You need to create an automated application or process that includes connectors to external data, leverages Google Sheets data, and is easily shared as a mobile application. What should you do?

- A. Create an automation process by using Apps Script. Run the process through Google Sheets.
- B. Create an application by using App Engine. Connect the application to your Workspace environment
- **C. Create an AppSheet application to connect the different data sources. Set up the mobile application.**
- D. Copy the external data to BigQuery. Use a Connected Sheet to interact with the data.

Answer: C

Explanation:

AppSheet is a no-code platform that allows you to easily create mobile applications that can connect to external data sources, including Google Sheets. It is ideal for quickly building automated apps that integrate data from various sources and can be easily shared with others on mobile devices. AppSheet provides an efficient way to create, customize, and deploy mobile applications without the need for extensive development skills.

NEW QUESTION # 102

You need to ensure that data owned by former employees remains available in Google Vault.

You want to use the most cost-effective solution.

What should you do?

- A. Migrate the former employees' Gmail to their manager(s) by using the data migration service during the deletion process. Transfer the former employees' Google Drive files to a new owner.
- B. Assign an Archived User license to the former employees' Google accounts.
- C. Change the Google account passwords of the former employees.
- **D. Suspend the former employees' Google accounts. Create an organizational unit (OU). Move the former employees into that OU.**

Answer: D

Explanation:

Suspending the accounts of former employees while moving them to a dedicated organizational unit (OU) ensures that their data remains in Google Vault and accessible without the need for additional licenses. This is a cost-effective solution because suspending the account keeps the data intact but prevents the employees from accessing their accounts.

NEW QUESTION # 103

You notice an increase in support tickets related to Gmail. Multiple users are reporting that their emails are not loading, and they are receiving error messages. You need to troubleshoot the issue and identify potential causes. What should you do?

- **A. Gather HAR files from affected users to capture network traffic and analyze request/response details.**
- B. Review the users' email forwarding settings to ensure that emails are not being redirected to incorrect addresses.
- C. Analyze the users' Gmail labels and filters to determine whether incoming emails are being inadvertently blocked.
- D. Collect the users' browser versions and extensions to identify potential compatibility issues.

Answer: A

Explanation:

When users report issues like "emails not loading" and "receiving error messages" in Gmail, especially if it's a new or widespread problem, it often points to network-related issues, client-side problems, or interactions between the browser and Google's servers. A HAR (HTTP Archive) file captures all the network requests and responses that occur in a web browser. This detailed log is invaluable for diagnosing web application issues, including:

Identifying specific error codes from the server.

Analyzing request and response headers.

Checking the timing of requests to see if there are performance bottlenecks.

Pinpointing blocked requests or failed resources.

Here's why the other options are less effective as the first troubleshooting step for this type of widespread issue:

A. Analyze the users' Gmail labels and filters to determine whether incoming emails are being inadvertently blocked. While labels and filters can affect email visibility, they typically wouldn't cause "emails not loading" or generic "error messages" for the Gmail interface itself. This would be more relevant if emails were simply missing, but the interface was functional.

B . Collect the users' browser versions and extensions to identify potential compatibility issues. This is a good secondary troubleshooting step. Browser versions, extensions, or even cached data can certainly cause issues. However, a HAR file can often reveal if the problem is at the browser level (e.g., an extension blocking a script) or deeper within the network interaction. If the HAR shows clean network traffic, then looking at browser specifics becomes more critical.

C . Review the users' email forwarding settings to ensure that emails are not being redirected to incorrect addresses. Email forwarding affects where emails go after they arrive in Gmail, not whether the Gmail interface itself loads or displays errors. This is irrelevant to the reported symptoms.

Reference from Google Workspace Administrator:

While there isn't a direct "Gmail troubleshooting with HAR files" page in the Google Workspace Admin Help, the concept of using HAR files for web application troubleshooting is a fundamental best practice, widely used by Google support themselves when diagnosing complex browser-related issues with Google Workspace services.

General Troubleshooting Steps for Google Workspace (Implicit HAR File Use): Google's support often requests HAR files when diagnosing browser or network-related issues with any of their web-based services. This is a common diagnostic tool.

How to Generate a HAR file: Instructions on how to generate a HAR file are commonly available from browser developers (Chrome, Firefox, Edge, etc.) and are often shared by support teams when troubleshooting web application problems.

Example (General Web Development/Troubleshooting Resource): Various online tutorials and browser developer documentation provide instructions on how to generate HAR files (e.g., Chrome DevTools, Firefox Network Monitor). These are standard tools for web troubleshooting.

By capturing a HAR file, you get a comprehensive picture of the communication between the user's browser and Google's servers, which is critical for identifying the root cause of loading errors and general functionality issues in a web application like Gmail.

NEW QUESTION # 104

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