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Google Workspace

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Data Access and Authentication:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Managing Objects:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Configuring Services:</b> 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.</li> </ul>

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## Google Associate Google Workspace Administrator Sample Questions (Q18-Q23):

### NEW QUESTION # 18

You are configuring Google Chat for your organization. Using the Admin console, you want to enable employees to view their chat history by default and allow employees to turn off chat history. What should you do?

- A. Configure Google Vault to retain all Chat messages, and exclude organizational units (OUs) with users who want to turn Chat history off.
- B. Set the space history setting to OFF and chat history to ON.
- C. Set the top-level default conversation history setting to ON and allow users to change their history setting.

- D. Set the top-level default conversation history settings to OFF and allow users in each organizational unit (OU) to change their history setting.

**Answer: C**

Explanation:

By setting the default conversation history to "ON" at the top level, all employees will have chat history enabled by default. Allowing users to change their own history setting gives them the flexibility to turn off chat history if they choose to do so. This approach aligns with your goal of enabling chat history by default while still giving employees the option to turn it off.

#### NEW QUESTION # 19

Your company operates several primary care clinics where employees routinely work with protected health information (PHI). You are in the process of transitioning the organization to Google Workspace from a legacy communication and collaboration system. After you sign the Business Associate Agreement (BAA), you need to ensure that data is handled in compliance with regulations when using Google Workspace. What should you do?

- A. Instruct the staff to not store any PHI in Google Workspace core services, including Google Drive, Docs, Sheets, and Keep.
- B. Disable integrations with third-party apps and turn off non-core Google services.
- C. Implement a third-party backup service that is also compliant with Google Workspace core services.
- D. Create a label for Google Drive content to help employees identify sensitive data.

**Answer: D**

Explanation:

To ensure compliance with regulations when handling protected health information (PHI) in Google Workspace, creating labels for sensitive data, such as PHI, helps employees identify and manage this information properly. Labels can be used to mark files that contain sensitive data, providing an additional layer of organization and protection. This approach aligns with regulatory requirements by ensuring that employees can easily distinguish PHI from other data and apply the necessary policies and security measures.

#### NEW QUESTION # 20

Several employees at your company received messages with links to malicious websites. The messages appear to have been sent by your company's human resources department. You need to identify which users received the emails and prevent a recurrence of similar incidents in the future. What should you do?

- A. Search for the sender's email address by using the security investigation tool. Mark the messages as phishing. Add the sender's email address to the Blocked senders list in the Spam, Phishing and Malware setting in Gmail to automatically reject future messages.
- B. Search the sender's email address by using Email Log Search. Identify the users that received the messages. Instruct them to mark them as spam in Gmail, delete the messages, and empty the trash.
- C. Search for the sender's email address by using the security investigation tool. Delete the messages. Turn on the safety options for spoofing and authentication protection in Gmail settings.
- D. Collect a list of users who received the messages. Search the recipients' email addresses in Google Vault. Export and download the malicious emails in PST file format. Add the sender's email address to a quarantine list setting in Gmail to quarantine any future emails from the sender.

**Answer: A**

Explanation:

The security investigation tool in Google Workspace allows you to identify the impacted users and messages. By marking the messages as phishing, you acknowledge their malicious nature, helping to protect the users. Adding the sender's email address to the Blocked senders list ensures that future messages from this sender will be automatically blocked, preventing recurrence of similar incidents.

#### NEW QUESTION # 21

Today your company signed up for Google Workspace Business Starter with an existing domain name. You want to add team members and manage their access to email and other services. However, you are unable to create new user accounts or change user settings. You need to fix this problem. What should you do?

- A. Run the Transfer tool to bring unmanaged users to your Workspace account.
- B. Upgrade to a Google Workspace Enterprise edition.
- C. Wait 24 hours after signing up for the features to become active.
- **D. Check domain ownership in the DNS settings.**

**Answer: D**

Explanation:

To manage users and settings in Google Workspace, you must verify domain ownership. If the domain is not verified, you won't be able to create new user accounts or modify user settings. Checking the DNS settings and completing the domain verification process will resolve the issue and allow you to manage users and services in Google Workspace.

## NEW QUESTION # 22

A department at your company wants access to the latest AI-powered features in Google Workspace. You know that Gemini offers advanced capabilities and you need to provide the department with immediate access to Gemini's features while retaining control over its deployment to ensure that corporate data is not available for human review. What should you do?

- A. Monitor Gemini adoption through the administrator console and wait for wider user adoption before assigning licenses.
- B. Enable Gemini for non-licensed users in that department so they have immediate access to the free service.
- C. Enable Alpha features for the organization and assign Gemini licenses to all users.
- **D. Enable Gemini for the department's organizational unit and assign Gemini licenses to users in the department.**

**Answer: D**

Explanation:

To provide a specific department with immediate access to Gemini's features in Google Workspace while maintaining control and ensuring corporate data privacy, you need to enable Gemini for that department's organizational unit and assign the necessary licenses to the users within that OU. This approach allows for targeted deployment and ensures that the features are used within the governed Google Workspace environment.

Here's why option A is correct and why the others are not the appropriate solutions:

**A . Enable Gemini for the department's organizational unit and assign Gemini licenses to users in the department.**

Google Workspace allows administrators to manage services and features at the organizational unit (OU) level. By enabling Gemini specifically for the OU of the department that needs it, you grant access only to those users. Assigning Gemini licenses ensures that they have the required entitlements to use the advanced AI features. Importantly, when Gemini is enabled and used within a Google Workspace account with the appropriate controls, the data generated is governed by Google Workspace's data privacy and security commitments, ensuring corporate data is not available for human review in a way that compromises privacy. Administrators have controls over how Gemini for Workspace interacts with organizational data.

Associate Google Workspace Administrator topics guides or documents reference: The Google Workspace Admin Help documentation on "Turn Gemini for Google Workspace on or off for users" (or similar titles) explains how to control access to Gemini features at the organizational unit or group level. It also details the licensing requirements for Gemini for Workspace and how to assign these licenses to specific users. Furthermore, documentation on "Data privacy and security in Gemini for Google Workspace" outlines how user data is handled and protected when using these features within a Google Workspace environment, emphasizing controls to prevent inappropriate human review of corporate data.

**B . Monitor Gemini adoption through the administrator console and wait for wider user adoption before assigning licenses.**

This approach delays providing the requested access to the department that needs Gemini immediately. Monitoring adoption might be useful for broader rollouts, but it doesn't address the immediate need of the specific department.

Associate Google Workspace Administrator topics guides or documents reference: While the Admin console provides insights into usage and adoption of various Google Workspace services, it doesn't serve as the primary mechanism for granting initial access to new features like Gemini for specific teams.

**C . Enable Gemini for non-licensed users in that department so they have immediate access to the free service.**

There isn't a "free service" of Gemini directly integrated within Google Workspace that bypasses licensing and organizational controls in the way this option suggests. Gemini for Google Workspace is a licensed feature that needs to be enabled and assigned by the administrator. Enabling features for "non-licensed users" in a corporate environment without proper governance is not a standard or secure practice. It would likely mean users are accessing a consumer version of Gemini, which would not be subject to the same data privacy and security controls as the licensed Google Workspace version, potentially exposing corporate data to human review outside of the organization's policies.

Associate Google Workspace Administrator topics guides or documents reference: Google's documentation on Gemini for Workspace clearly outlines the licensing requirements and the integration within the Google Workspace environment, emphasizing administrative control over its deployment and usage.

D . Enable Alpha features for the organization and assign Gemini licenses to all users.

Enabling Alpha features for the entire organization carries significant risks as these features are still under development and may not be stable or fully secure. Assigning Gemini licenses to all users when only one department needs it is an unnecessary cost and expands the deployment before proper evaluation and targeted rollout. It also doesn't specifically address the need to limit access to the requesting department initially.

Associate Google Workspace Administrator topics guides or documents reference: Google's guidelines on release channels (Rapid, Scheduled, Alpha/Beta) strongly advise against enabling pre-release features like Alpha for production environments due to potential instability and lack of full support. Controlled rollouts to specific OUs are recommended for new features.

Therefore, the most appropriate action is to enable Gemini for the specific organizational unit of the requesting department and assign Gemini licenses to the users within that OU. This provides immediate access while maintaining administrative control and ensuring that the usage of AI features within the Google Workspace environment adheres to the organization's data privacy policies.

## NEW QUESTION # 23

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