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

| Topic | Details |
|---------|--|
| Topic 1 | <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 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">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. |

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| Topic 4 | <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 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. |

>> Exam Associate-Google-Workspace-Administrator Topics <<

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Google Associate Google Workspace Administrator Sample Questions (Q57-Q62):

NEW QUESTION # 57

You notice an increase in support cases related to Chrome browser within your organization. You suspect a potential outage or service disruption with Chrome browser. You need to determine whether any information has been released about the issue and if there are any projected timelines for its resolution. What should you do first?

- A. Use the Help Assistant within the Google Admin console to identify if there was a recent outage.
- **B. Review the Google Workspace Status Dashboard.**
- C. Collect a HAR file, and use the Google Admin Toolbox to identify potential failures.
- D. Log a case with Chrome Enterprise support.

Answer: B

Explanation:

When experiencing a potential service disruption with a Google product like Chrome browser that is impacting your organization, the first and most efficient step to check for known outages and their resolution timelines is to review the Google Workspace Status Dashboard. This dashboard provides real-time information about the status of various Google Workspace services, including Chrome Enterprise.

NEW QUESTION # 58

Your company's sales team writes many business proposals in Google Docs. They want to streamline the proposal process by using templates. You need to create a document template with pre-populated sections that the sales team can access. What should you do?

- A. Create the templates in Google Drive. Grant edit access to the sales team.
- B. Create the templates in Google Drive and download the files as PDFs. Upload PDF files to a drive shared with your sales team.
- C. **Enable organization branding in the Admin console. Create the templates in Google Drive. Add the templates to default themes and templates for the entire organization.**
- D. Create the templates in Google Drive. Make a copy for each sales representative. Transfer ownership of each template to the sales representatives.

Answer: C

Explanation:

To create document templates with pre-populated sections that the sales team can easily access and use to streamline their proposal process, the most efficient and centrally managed approach is to utilize the Google Workspace template gallery. This involves enabling organization branding (though not strictly required for basic templates, it's often associated with organizational templates) and then adding the created templates to the default themes and templates for the entire organization or specific groups.

Here's a breakdown of why option C is correct and why the others are not the ideal solutions:

C . Enable organization branding in the Admin console. Create the templates in Google Drive. Add the templates to default themes and templates for the entire organization.

This option leverages the built-in template gallery feature of Google Workspace. By creating the templates in Google Docs (which are stored in Google Drive) and then adding them to the organization's default themes and templates through the Google Admin console, you make these templates easily discoverable by all users (or a specific organizational unit) when they go to create a new document from the template gallery. Enabling organization branding can help customize the look and feel, but the crucial part is adding the templates to the gallery.

Associate Google Workspace Administrator topics guides or documents reference: The official Google Workspace Admin Help documentation provides detailed instructions on "Create and manage document templates for your organization." This documentation explains how to prepare a document as a template in Google Drive and then submit it through the Admin console to the template gallery, making it available to users within the organization. Topics covered include: Submitting templates to your organization's gallery. This process involves going to Apps > Google Workspace > Drive and Docs > Templates in the Admin console.

Setting up a custom template gallery: The documentation guides administrators on how to manage the templates that appear for their users.

Organizational units: Templates can often be made available to specific organizational units, allowing for tailored templates for different teams like the sales team.

A . Create the templates in Google Drive. Grant edit access to the sales team.

Granting edit access to the sales team on the master templates is problematic. It could lead to accidental or intentional modifications of the original templates, causing inconsistencies and requiring ongoing management to ensure the templates remain in their intended state. Users should ideally create copies of the template to work on, leaving the original template untouched.

Associate Google Workspace Administrator topics guides or documents reference: Best practices for file sharing and collaboration in Google Drive emphasize providing appropriate levels of access. For templates, the goal is usually for users to use the template to create new documents, not to edit the original.

B . Create the templates in Google Drive. Make a copy for each sales representative. Transfer ownership of each template to the sales representatives.

This approach is inefficient and difficult to manage. Creating and transferring ownership of individual copies of the template to each sales representative would be time-consuming for the administrator. Furthermore, if the template needs to be updated, each individual copy would need to be modified, leading to version control issues and inconsistencies across the sales team.

Associate Google Workspace Administrator topics guides or documents reference: Google Drive's sharing and ownership features are designed for collaborative work on documents, not for distributing and managing templates in this manner. Centralized management through the template gallery is the recommended method.

D . Create the templates in Google Drive and download the files as PDFs. Upload PDF files to a drive shared with your sales team. Saving the templates as PDFs defeats the purpose of having editable templates. The sales team would not be able to easily modify the pre-populated sections or add their specific proposal details to a PDF. Templates are meant to be starting points for new, editable documents.

Associate Google Workspace Administrator topics guides or documents reference: Google Docs is designed for creating and editing documents. Templates are a feature within this editable format, allowing users to start with a pre-structured document that they can then customize. PDFs are for final, non-editable versions.

Therefore, the correct approach is to leverage the Google Workspace template gallery to provide a streamlined and centrally managed way for the sales team to access and use the proposal templates. This is achieved by creating the templates in Google

Drive and then adding them to the organizational templates through the Admin console. While enabling organization branding is mentioned in option C, the core functionality relies on the template gallery feature.

NEW QUESTION # 59

The human resources department notified you of a legal investigation that was started for an employee in the finance department. You need to ensure that this employee's Google Drive data is preserved for at least one year and does not get deleted by the user or by other means. The Google Vault default retention rules for Drive are set for five years. What should you do?

- A. Change the Vault default retention rule to one year instead of five.
- B. Place the employee into a separate organizational unit (OU). Create a custom one-year retention rule for this OU.
- C. **Create a hold in Vault for the employee's Drive.**
- D. Confirm that the Vault default retention rule is set for five years.

Answer: C

Explanation:

When there's a legal investigation, the priority is to ensure that relevant data is preserved and not deleted, regardless of retention policies or user actions. A "hold" (also known as a litigation hold or legal hold) in Google Vault is specifically designed for this purpose. It overrides all retention rules (both default and custom) and prevents any data covered by the hold from being purged, even if a user attempts to delete it.

Here's why the other options are not the correct or best solution:

A . Change the Vault default retention rule to one year instead of five. Changing the default retention rule would affect all Drive data in your organization, not just this specific employee's. It's a broad change and not suitable for a targeted legal hold. Moreover, it wouldn't guarantee preservation against user deletions.

B . Place the employee into a separate organizational unit (OU). Create a custom one-year retention rule for this OU. While creating custom retention rules for OUs is possible, it's not the primary mechanism for a legal hold. Retention rules define when data can be deleted, but a hold prevents deletion irrespective of the retention period. If the employee deletes the data, a retention rule won't stop it from moving to trash (and eventually being purged) unless a hold is in place. Furthermore, a one-year retention rule isn't the goal; the goal is to preserve for "at least one year" (meaning indefinitely until the hold is released). The default five-year rule is already longer than one year, but doesn't override user deletion.

D . Confirm that the Vault default retention rule is set for five years. The question states that the default retention rule for Drive is already set for five years. While this is good for general data retention, it does not prevent a user from deleting their own files from Drive, nor does it specifically address the need for a legal hold where data must be absolutely preserved. A default retention rule does not override user deletion or ensure data preservation for legal purposes.

Reference from Google Workspace Administrator:

Holds in Google Vault: This is the core concept. Holds prevent data from being purged from Google systems, regardless of retention rules or user actions, until the hold is released. They are specifically used for legal discovery or investigation purposes.

Reference:

Retention rules in Google Vault: While relevant to data management, retention rules define when data can be deleted if no hold applies. They do not prevent users from deleting data or ensure preservation for legal holds.

NEW QUESTION # 60

Your organization wants to prevent a group of users from logging into their Google Drive when they are traveling internationally for business.

You have added these users to an organizational unit (OU). You need to secure the users' access to the Google Drive app to meet this requirement.

What should you do?

- A. Require 2-step verification (2SV) when users in the OU sign in.
- B. Define user-based access levels. Assign the levels to the Google Drive app for the OU.
- C. **Define location-based access levels. Assign the levels to the Google Drive app for the OU.**
- D. Disable Google Drive for users in the OU.

Answer: C

Explanation:

To restrict access to Google Drive for users when they are traveling internationally, you can define location-based access levels. By assigning these levels to the Google Drive app for the specific organizational unit (OU), you can control access based on the geographical location of the user. This ensures that users will only be able to access Google Drive from approved locations,

effectively preventing access when they are traveling internationally for business.

NEW QUESTION # 61

Your company is transitioning to Google Workspace from legacy communication and collaboration applications. User accounts are managed in Active Directory and synced to Google Workspace by using Google Cloud Directory Sync (GCDS). Your company is implementing a new security policy for all accounts that requires complex passwords. Passwords must be at least 20 characters long, contain 3 symbols, 4 numbers, and 2 capital letters.

You need to enforce the new password policy in Google Workspace. What should you do?

- A. Enable strong password enforcement and require a minimum length of 20 characters at the top-level organizational unit.
- B. Share the instructions for changing a Google account password with your users. Monitor password strength in the Google Admin console as users change their passwords.
- **C. Create a password policy in Active Directory. Enable password synchronization in GCDS.**
- D. Create a password policy in Active Directory. Install Password Sync on the global catalog servers for Active Directory and require a password change for your users.

Answer: C

Explanation:

Since user accounts are managed in Active Directory (AD) and synced to Google Workspace via Google Cloud Directory Sync (GCDS), the best approach to enforce the new password policy is to create the password policy within Active Directory and then enable password synchronization in GCDS. This ensures that the complex password requirements are enforced within AD, and when passwords are updated, they will be synchronized with Google Workspace, maintaining consistency across both systems.

NEW QUESTION # 62

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