

DESKTOP SUPPORT TECHNICIAN INTERVIEW PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

<https://desktopsupporttechinterview.examzify.com>



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What is the difference between a workgroup and a domain in Windows networks?**
 - A. A workgroup is a peer-to-peer network without centralized authentication; a domain uses domain controllers for centralized authentication and policy enforcement.
 - B. A domain is peer-to-peer; a workgroup uses domain controllers.
 - C. Both are the same with different names.
 - D. A workgroup uses centralized authentication; a domain does not.
- 2. Which utility is commonly used to test system RAM for errors in Windows?**
 - A. Disk Defragmenter
 - B. SFC
 - C. Windows Memory Diagnostic
 - D. DISM
- 3. Which scenario would best indicate using a clean install rather than an in-place upgrade?**
 - A. Rebuilding a PC with performance issues and wanting to remove bloatware and start fresh.
 - B. Upgrading to the latest OS while preserving apps and data.
 - C. Installing a temporary OS for testing.
 - D. Cloning the existing installation to new hardware.
- 4. What is the correct method to boot into Safe Mode in Windows 10/11?**
 - A. Safe Mode disables all startup programs and prevents any network access.
 - B. Safe Mode loads a minimal set of drivers and services to troubleshoot, and you can boot by holding Shift while restarting, then Troubleshoot > Advanced options > Startup Settings > enable Safe Mode.
 - C. Safe Mode with Networking allows normal network access; boot by starting with network support.
 - D. Safe Mode is used to run antivirus scans only.
- 5. What is an SLA in IT support and how do you prioritize tickets?**
 - A. A Service Level Agreement defines response and resolution times; prioritize tickets using impact and urgency to determine P1, P2, etc. Then escalate as needed.
 - B. SLAs are only used for vendor contracts and have no impact on ticket handling.
 - C. Prioritization is always first-come, first-served without considering impact.
 - D. SLA is primarily about hardware procurement timelines.

6. What is the purpose of Group Policy Objects (GPOs) in Active Directory?

- A. They configure hardware settings only
- B. They manage printers
- C. They define firewall rules for individual computers only
- D. They apply policies to OUs via Group Policy Objects and support delegation

7. What is SCSI?

- A. Small Computer System Interface
- B. System Console Input
- C. Serial Communications Interface
- D. Simple Computer Serial Interface

8. What does an A record do in DNS?

- A. Defines a canonical name alias
- B. Stores DNS TTL values
- C. Identifies the mail server for a domain
- D. Maps a host name to its IP address

9. What is the primary purpose of IT service management (ITSM) frameworks in desktop support?

- A. ITSM frameworks focus on hardware inventory management only.
- B. ITSM frameworks provide standardized processes for incident, problem, change, and service request handling to improve efficiency and service quality.
- C. ITSM frameworks are designed to measure network latency exclusively.
- D. ITSM frameworks replace end-user support with automated chatbots.

10. Which statement best describes the purpose of offsite backup in a 3-2-1 rule?

- A. To make backups faster by sending to the internet.
- B. To store backups on the same device as primary data.
- C. To protect data from local disasters and theft by having a copy offsite or in the cloud.
- D. To replace the need for local backups.

Answers

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1. A
2. C
3. A
4. B
5. A
6. D
7. A
8. D
9. B
10. C

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Explanations

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1. What is the difference between a workgroup and a domain in Windows networks?

- A. A workgroup is a peer-to-peer network without centralized authentication; a domain uses domain controllers for centralized authentication and policy enforcement.**
- B. A domain is peer-to-peer; a workgroup uses domain controllers.
- C. Both are the same with different names.
- D. A workgroup uses centralized authentication; a domain does not.

The key idea here is how authentication and policy management are handled in Windows networks. In a workgroup, computers are peers and each machine manages its own local user accounts, with no central authority to verify credentials or push policies. This means you log on with a local account on each PC, and access to resources on other machines is governed by the local permissions on those machines. In a domain, however, domain controllers running Active Directory centralize authentication and policy enforcement. Users log on with domain credentials that are validated by the domain controller, and administrators can apply policies, deploy software, and manage settings across many computers from one place using tools like Group Policy. This centralized approach is what sets a domain apart from a workgroup. The other statements don't fit because they reverse or deny these realities: a domain is not merely a peer-to-peer setup, and a workgroup does not use centralized authentication or domain controllers. Likewise, the two are not the same, and a domain does provide centralized authentication, while a workgroup does not.

2. Which utility is commonly used to test system RAM for errors in Windows?

- A. Disk Defragmenter
- B. SFC
- C. Windows Memory Diagnostic**
- D. DISM

Testing RAM for faults calls for a tool that specifically exercises memory and reports any errors found. Windows Memory Diagnostic is the built-in utility designed for this purpose. It runs a series of memory tests, usually after a restart, and then shows the results (often logged in the Event Viewer) indicating whether the RAM is healthy or has detected errors. This helps pinpoint faulty memory modules or timing issues, guiding you toward hardware replacement or configuration adjustments. The other utilities test something else entirely: Disk Defragmenter reorganizes data on storage drives to improve performance, SFC (System File Checker) verifies and repairs corrupted Windows system files, and DISM (Deployment Image Servicing and Management) repairs Windows images and components. They don't perform RAM stress-testing or fault detection.

3. Which scenario would best indicate using a clean install rather than an in-place upgrade?

- A. Rebuilding a PC with performance issues and wanting to remove bloatware and start fresh.**
- B. Upgrading to the latest OS while preserving apps and data.
- C. Installing a temporary OS for testing.
- D. Cloning the existing installation to new hardware.

Starting fresh with a clean install means wiping the drive and installing a new OS image, which eliminates clutter, bloatware, and lingering software issues. Rebuilding a PC to address performance problems and start from a clean slate fits this approach best because you're not carrying over old configurations, junkware, or corrupted system files. You get a truly fresh baseline and can reinstall only the applications you actually need, which is what a clean install aims to achieve. In contrast, an in-place upgrade keeps most of your existing apps, data, and settings and simply moves to a newer OS version, which won't reliably remove bloatware or deeply rooted issues. Installing a temporary OS is for testing or experimentation rather than a persistent refresh of the current machine, and cloning the existing installation copies everything as it is to new hardware, preserving the current state rather than starting anew.

4. What is the correct method to boot into Safe Mode in Windows 10/11?

- A. Safe Mode disables all startup programs and prevents any network access.
- B. Safe Mode loads a minimal set of drivers and services to troubleshoot, and you can boot by holding Shift while restarting, then Troubleshoot > Advanced options > Startup Settings > enable Safe Mode.**
- C. Safe Mode with Networking allows normal network access; boot by starting with network support.
- D. Safe Mode is used to run antivirus scans only.

Safe Mode is a diagnostic startup that runs Windows with only the essential drivers and services. This lean environment helps you pinpoint problems caused by software, drivers, or settings that don't load in normal mode. To boot into Safe Mode in Windows 10/11, you can use the built in recovery options: hold Shift while you click Restart to access the advanced startup menu, then choose Troubleshoot, Advanced options, Startup Settings, and Restart. After the restart you'll be given options to start in Safe Mode (and see Safe Mode with Networking as an option if you need network access). This path matches the idea of starting with a minimal set of components and then enabling Safe Mode as a troubleshooting environment. The other statements are less accurate: Safe Mode isn't an absolute disablement of all startup programs or network access in every scenario, because there are Safe Mode variants (like Safe Mode with Networking) that include network support. And Safe Mode isn't limited to antivirus scans; it's a general-purpose troubleshooting environment used for a wide range of issues.

5. What is an SLA in IT support and how do you prioritize tickets?

- A. A Service Level Agreement defines response and resolution times; prioritize tickets using impact and urgency to determine P1, P2, etc. Then escalate as needed.**
- B. SLAs are only used for vendor contracts and have no impact on ticket handling.
- C. Prioritization is always first-come, first-served without considering impact.
- D. SLA is primarily about hardware procurement timelines.

An SLA in IT support sets the service levels you're obligated to meet—specifically, the target times for responding to and resolving tickets. It creates clear expectations with users and guides how work is prioritized and tracked. Prioritizing tickets hinges on two ideas: impact and urgency. Impact is about how widespread the problem is and how many people or business functions it affects. Urgency is about how time-sensitive the issue is and how quickly it needs resolution to prevent harm or downtime. By combining these two factors, you assign a priority level (often described as P1, P2, etc.) so the most serious issues are addressed first and within the SLA's target times. If you're at risk of missing a target, you escalate to the right on-call staff or management to ensure timely action. For example, a complete outage of email affecting many departments is high impact and high urgency, so it gets top priority. A password reset for a single user is low impact and low urgency, so it's handled after more critical issues. The other options don't fit because SLAs aren't just for vendor contracts and they do influence how tickets are handled; prioritization isn't always first-come, first-served and should consider impact and urgency; and SLAs aren't about hardware procurement timelines.

6. What is the purpose of Group Policy Objects (GPOs) in Active Directory?

- A. They configure hardware settings only
- B. They manage printers
- C. They define firewall rules for individual computers only
- D. They apply policies to OUs via Group Policy Objects and support delegation**

Group Policy Objects are a centralized way to configure and enforce a wide range of settings for users and computers across an Active Directory domain. By creating a GPO and linking it to a domain, site, or organizational unit, the policies within it are applied to all objects in that scope, enabling consistent configuration and security across the organization. A key aspect is that GPOs also support delegation, so you can grant specific administrators or groups permission to manage, edit, or apply policies without giving broad access to everything in AD. This setup is powerful because it goes beyond individual machines or isolated settings. You can use GPOs to enforce security policies, install software, map drives, configure desktop environments, control firewall behavior, and more, all across groups of computers or users defined by the OU. The other options describe only narrow, specific tasks—hardware configuration, printer management, or firewall rules for a single computer—whereas GPOs are designed to apply broad, consistent policies to many objects and to be administered in a controlled, delegated way.

7. What is SCSI?

A. Small Computer System Interface

B. System Console Input

C. Serial Communications Interface

D. Simple Computer Serial Interface

SCSI is a standardized way for a computer to connect and talk to peripheral devices, especially storage like hard drives and scanners. The acronym itself stands for Small Computer System Interface, which captures its role as a broad, shared interface that lets multiple devices attach to a single bus and be managed by the host computer. This multi-device, bus-based approach was a core feature of SCSI, enabling daisy-chaining and device independence across generations of the standard. That's why expanding SCSI as Small Computer System Interface is the best fit. The other phrases describe different kinds of interfaces or inputs that aren't what SCSI represents and don't reflect its purpose as a universal peripheral interface.

8. What does an A record do in DNS?

A. Defines a canonical name alias

B. Stores DNS TTL values

C. Identifies the mail server for a domain

D. Maps a host name to its IP address

The essential idea here is how DNS translates a human-friendly name into a numeric address that computers can use. An A record is the DNS entry that maps a host name to an IPv4 address. When a client queries the domain, the DNS system returns the IPv4 address from the A record so the client can establish a connection, such as `www.example.com` resolving to `93.184.216.34`. If you need IPv6 instead, the related record type is AAAA, which returns an IPv6 address. Other common DNS records do different jobs: a canonical name alias is handled by a CNAME, and a mail server is identified by an MX record. TTL values aren't stored as a separate function of the A record; rather, TTL is metadata attached to the record that tells resolvers how long to cache the result.

9. What is the primary purpose of IT service management (ITSM) frameworks in desktop support?

A. ITSM frameworks focus on hardware inventory management only.

B. ITSM frameworks provide standardized processes for incident, problem, change, and service request handling to improve efficiency and service quality.

C. ITSM frameworks are designed to measure network latency exclusively.

D. ITSM frameworks replace end-user support with automated chatbots.

ITSM frameworks are about making IT work as a service by using standardized, repeatable processes. In desktop support this means having clear, documented steps for handling incidents (issues that disrupt service), problems (root causes and longer-term fixes), changes (controlled updates to systems), and service requests (standard user needs). This consistency helps resolve issues faster, reduces errors, and improves overall service quality because everyone follows the same workflow, uses the same data, and can measure performance against agreed targets. Other options miss the broader purpose: focusing only on hardware inventory ignores how services are delivered; measuring network latency alone isn't about managing services or support workflows; and replacing end-user support with chatbots goes beyond what ITSM aims to do, which is to organize and optimize how support is delivered rather than eliminate human assistance.

10. Which statement best describes the purpose of offsite backup in a 3-2-1 rule?

- A. To make backups faster by sending to the internet.
- B. To store backups on the same device as primary data.
- C. To protect data from local disasters and theft by having a copy offsite or in the cloud.**
- D. To replace the need for local backups.

Offsite backups in the 3-2-1 rule are about geographic separation to preserve data even when the primary site is hit by a disaster or theft. In this rule you maintain three copies of data, two on different local media and one stored offsite or in the cloud. The offsite copy provides a recovery option if something happens to the local copies—fire, flood, equipment failure, or ransomware that corrupts backups at the primary site—so you can restore data from the remote location. It doesn't replace local backups; it complements them by ensuring at least one copy isn't exposed to the same incident. The other choices miss the point: speed improvements, keeping everything on the same device, or eliminating the need for local backups.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://desktopsupporttechinterview.examzify.com>

We wish you the very best on your exam journey. You've got this!

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