

IT Glue Certified Technician Practice Exam Sample Study Guide



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Questions

- 1. What is the primary purpose of data retention policies in IT Glue?**
 - A. To limit document access to authorized users only**
 - B. To establish guidelines for how long documents are kept**
 - C. To increase the speed of documentation updates**
 - D. To track user activity and modifications**
- 2. What action should be taken if you notice discrepancies in your configuration data?**
 - A. Ignore the discrepancies**
 - B. Modify data in the PSA immediately**
 - C. Review and adjust configurations in IT Glue**
 - D. Consult with other team members**
- 3. Which of the following best describes an API key?**
 - A. A password for all system access.**
 - B. A user-specific authentication token for integrated platforms.**
 - C. A public URL used to access IT Glue features.**
 - D. A method for encrypting sensitive data.**
- 4. Can Flexible Asset templates be edited by Editors?**
 - A. True**
 - B. False**
 - C. Only by Admins**
 - D. Only by Managers**
- 5. Which of the following is NOT a possible configuration for a customized sidebar?**
 - A. An individual**
 - B. An Organization**
 - C. A Module**
 - D. A Group**

- 6. Where can domain expirations be viewed within IT Glue?**
- A. The Domain Tracker core asset**
 - B. The Organization home page**
 - C. The Activity Log**
 - D. Global > Expirations**
- 7. What type of support does IT Glue provide for documentation updates?**
- A. Real-time document collaboration**
 - B. Version control to track changes over time**
 - C. Email notifications for changes**
 - D. Automatic backups at scheduled intervals**
- 8. When viewing a Document, the presence of 250 pixel square graphics in a grid indicates what?**
- A. Images were uploaded to a Text section**
 - B. Images were uploaded to an Image Gallery section**
 - C. A table has been inserted into a text section**
 - D. A webpage has been imported**
- 9. What is required to access a locked asset in IT Glue?**
- A. Administrative privileges**
 - B. Special permissions**
 - C. Group membership**
 - D. Access rights**
- 10. What should be used to keep a record of various domains related to assets?**
- A. The Domain Tracker**
 - B. The Notes Section**
 - C. The Shared Drives**
 - D. Asset Management Overview**

Answers

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

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Explanations

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1. What is the primary purpose of data retention policies in IT Glue?

- A. To limit document access to authorized users only**
- B. To establish guidelines for how long documents are kept**
- C. To increase the speed of documentation updates**
- D. To track user activity and modifications**

The primary purpose of data retention policies in IT Glue is to establish clear guidelines for how long documents are kept. These policies are essential in managing information lifecycle management, ensuring that data is retained for an appropriate period in compliance with legal and regulatory obligations, as well as organizational needs. By clearly defining retention periods, organizations can streamline their documentation processes, reduce storage costs, and minimize risks associated with data overload. In a well-structured data retention policy, documents are categorized according to their relevance, importance, and required retention periods. This helps organizations avoid keeping outdated or unnecessary information, which can lead to confusion and inefficiency. Moreover, such policies play a crucial role in data governance, as they help ensure compliance with industry standards and regulations regarding data management. A focus on retention rather than access control, update speed, or user activity tracking highlights the fundamental goal of organizing and managing stored information effectively over time, making option B the correct choice.

2. What action should be taken if you notice discrepancies in your configuration data?

- A. Ignore the discrepancies**
- B. Modify data in the PSA immediately**
- C. Review and adjust configurations in IT Glue**
- D. Consult with other team members**

When discrepancies are noticed in configuration data, the best course of action is to review and adjust configurations in IT Glue. This approach is vital because IT Glue serves as a centralized documentation platform that stores critical configuration information. Analysts and technicians rely on accurate documentation to ensure seamless operations, effective troubleshooting, and coordinated responses to issues. By reviewing and adjusting configurations within IT Glue, you can verify the existing data against the actual configurations and make necessary corrections. Maintaining accurate documentation helps prevent further discrepancies and ensures that all team members have access to the latest and most accurate information. This action not only addresses the immediate discrepancies but also contributes to a culture of continuous improvement and accuracy in documentation processes. It enables better collaboration among team members and enhances the overall reliability of the information stored in IT Glue.

3. Which of the following best describes an API key?

- A. A password for all system access.
- B. A user-specific authentication token for integrated platforms.**
- C. A public URL used to access IT Glue features.
- D. A method for encrypting sensitive data.

An API key serves as a user-specific authentication token for integrated platforms, allowing developers to interact with an application's programming interface securely. It is essentially a code passed in requests to identify the calling program, its developer, or its user to the website. This key can grant access to various resources and functions offered by the platform when making API calls. Using an API key helps ensure that only authorized applications and users can access specific data or perform actions on the platform. This security measure is crucial in maintaining control over who can see or modify system data and enhances the overall integrity of the software environment. The other options describe different concepts unrelated to the specific function of an API key. A password for system access pertains more to traditional user authentication, a public URL does not encapsulate the security aspect of API keys, and encryption methods are focused on protecting data rather than authenticating users or systems.

4. Can Flexible Asset templates be edited by Editors?

- A. True
- B. False**
- C. Only by Admins
- D. Only by Managers

Flexible Asset templates cannot be edited by Editors, which makes the answer correct. Editors typically have certain permissions that allow them to make changes to individual assets and data within the system, but they do not have the rights to modify template structures. This design is intentional to maintain the integrity and consistency of the templates across the organization. Only individuals with higher-level permissions, such as Admins or Managers, have the capability to edit these templates. This ensures that changes to the asset templates are controlled and made by personnel who are in a position to understand the broader implications of those changes. Consequently, it helps maintain a structured and organized database, preventing potential confusion or errors that could arise from unauthorized modifications.

5. Which of the following is NOT a possible configuration for a customized sidebar?

- A. An individual**
- B. An Organization**
- C. A Module**
- D. A Group**

The correct answer indicates that a Module is not a possible configuration for a customized sidebar. In the context of IT Glue, the sidebar customization options are generally based on entities that capture a specific scope of information or organization, such as individual users or groups within an organization. An individual refers to a specific person or user within the system, likely allowing for personalized information display relevant to that user. An organization represents the broader context of a company or group that utilizes IT Glue, and customizing the sidebar for an organization enables managers or admins to present information pertinent to that particular organization as a whole. A group typically allows for collective information display for a set of users or a team, facilitating collaboration and transparency among the group members. While Modules are integral components within the platform, they function as templates or structures for information but do not represent entities that can have personalized sidebar configurations. Thus, the focus on customization in the sidebar pertains to users, organizations, and groups rather than the underlying modules.

6. Where can domain expirations be viewed within IT Glue?

- A. The Domain Tracker core asset**
- B. The Organization home page**
- C. The Activity Log**
- D. Global > Expirations**

Domain expirations can be viewed within IT Glue in the Domain Tracker core asset. This feature is specifically designed to track domains, including their expiration dates, renewal information, and other relevant details. By utilizing the Domain Tracker, users can efficiently monitor the status of various domains associated with different organizations or clients. This helps ensure that domains are renewed on time, avoiding any potential disruptions in service. Other areas, such as the organization home page and the activity log, may provide some relevant information but are not dedicated to domain expiration tracking. The global expirations option typically aggregates expiration information across various asset types, but it does not focus solely on domains as effectively as the Domain Tracker does. Thus, the Domain Tracker is the ideal and precise location for monitoring domain expirations.

7. What type of support does IT Glue provide for documentation updates?

- A. Real-time document collaboration**
- B. Version control to track changes over time**
- C. Email notifications for changes**
- D. Automatic backups at scheduled intervals**

Version control is a critical feature in documentation management systems, including IT Glue, as it enables users to track changes made to documents over time. This means that whenever a document is modified, the system captures that change, allowing users to see a history of edits and updates. This is valuable for maintaining the integrity of documentation, as it helps teams understand the evolution of a document, revert to previous versions if necessary, and ensure that they are working with the most up-to-date information. Version control also enhances collaboration by making it easier to merge changes from different contributors and to identify who made specific edits. This is particularly important in the context of IT documentation, where accuracy and detail are crucial. As teams often work on documents collaboratively, having a robust version control mechanism ensures that updates are tracked systematically, fostering better management of changes in documentation. The other options, while they may describe useful features, do not specifically encapsulate the core function of documentation updates as effectively as version control does. Real-time document collaboration focuses on simultaneous editing rather than tracking changes. Email notifications pertain more to alerting users about changes rather than managing them. Automatic backups are important for data recovery but do not specifically address the management of document revisions and edits.

8. When viewing a Document, the presence of 250 pixel square graphics in a grid indicates what?

- A. Images were uploaded to a Text section**
- B. Images were uploaded to an Image Gallery section**
- C. A table has been inserted into a text section**
- D. A webpage has been imported**

The presence of 250 pixel square graphics displayed in a grid format is indicative of images that have been uploaded to an Image Gallery section. Image Galleries are designed to present images in a visually appealing, organized manner, allowing users to easily view and access photographic or graphical content. This grid layout is characteristic of galleries, allowing for several images to be displayed simultaneously in a structured way. The other options do not align with the specific characteristics of the grid of images. For instance, images in a Text section typically do not appear as a grid but rather embedded within text content. A table in a text section serves a different purpose by organizing data rather than displaying images in a grid format. Importing a webpage would lead to a different presentation that reflects the structure of the webpage, rather than a gallery display. Thus, the grid of 250 pixel square graphics is a clear indicator of an Image Gallery section.

9. What is required to access a locked asset in IT Glue?

- A. Administrative privileges
- B. Special permissions
- C. Group membership
- D. Access rights**

Access rights are essential for accessing a locked asset in IT Glue because they define the level of access a user has to various features and data within the platform. Each user is assigned specific access rights which dictate what assets they can view, modify, or interact with. When an asset is locked, it requires the appropriate access rights for the user to gain entry to that asset's details. This ensures that sensitive information is safeguarded and that only authorized personnel can access specific data, maintaining security and compliance standards. The other options may relate to access in different contexts within IT systems but do not specifically address the mechanism by which locked assets are accessed. Administrative privileges, for example, typically provide a broader level of control over system settings rather than focusing on individual asset access. Special permissions and group membership can influence access but ultimately, it is the defined access rights that are specifically required to unlock and interact with secured assets in IT Glue.

10. What should be used to keep a record of various domains related to assets?

- A. The Domain Tracker**
- B. The Notes Section
- C. The Shared Drives
- D. Asset Management Overview

Using a Domain Tracker is essential for keeping a systematic record of various domains associated with assets. This tool allows technicians and IT personnel to track important information such as domain ownership, expiration dates, DNS records, renewal procedures, and other relevant details. By centralizing this information, the Domain Tracker enhances organization, accessibility, and efficiency when managing assets linked to specific domains. The benefits of using the Domain Tracker include the ability to easily update and retrieve information, providing a clear overview of all related domains, and ensuring that critical deadlines for renewals or changes are not missed. This specialized tool is designed for monitoring and managing domain-related data effectively, making it the most suitable choice for this particular task. In contrast, the other options do not provide the specific functionality needed for tracking domains linked to assets. The Notes Section is more suited for informal documentation and doesn't offer the structured approach necessary for domain management. Shared Drives can store files but lack the organization and tracking features specific to domains. The Asset Management Overview provides a broader perspective on assets but does not focus specifically on the intricacies of domain records. This highlights why utilizing the Domain Tracker is the right choice for this task.