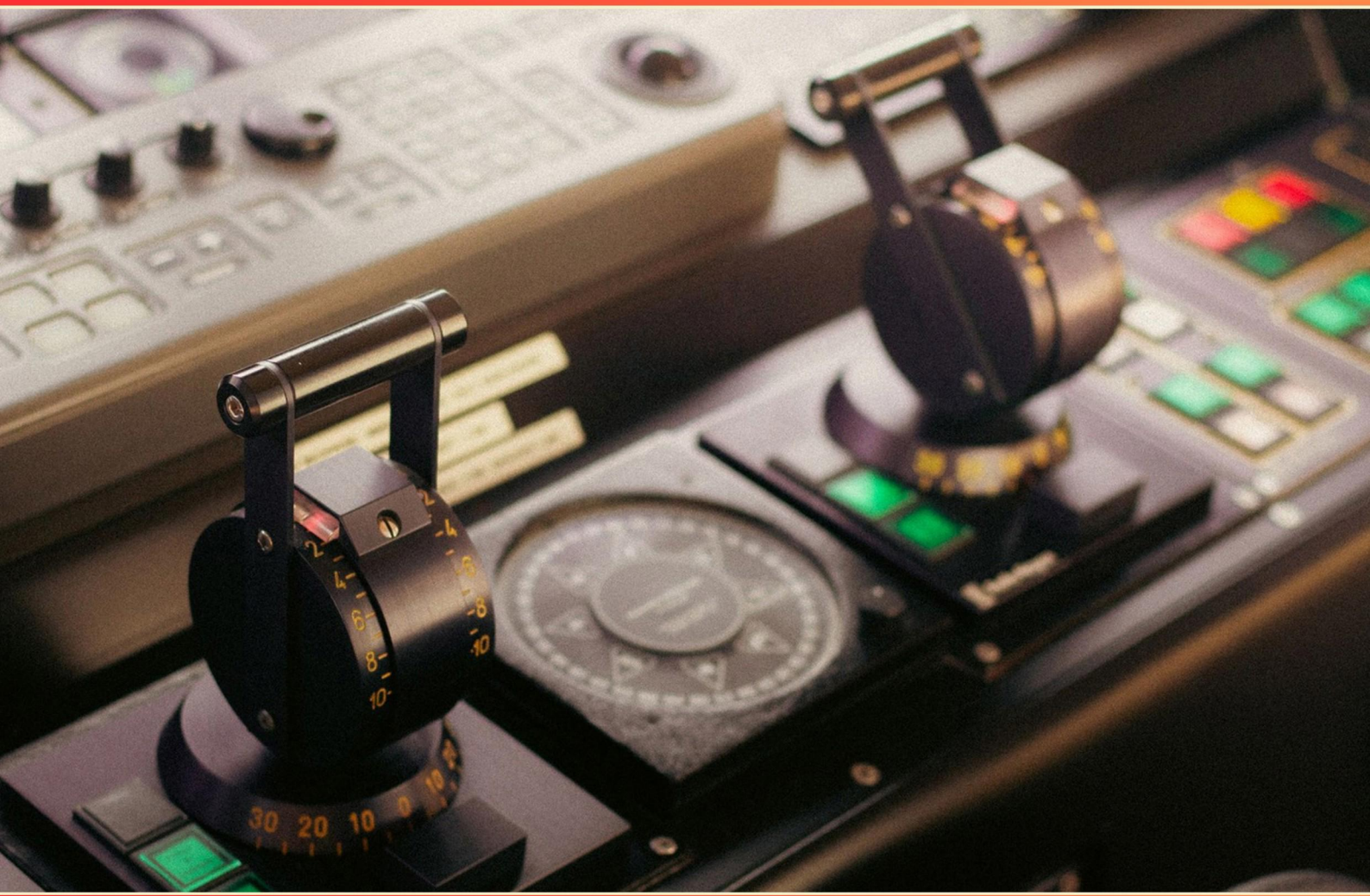
OPERATIONS TECHNOLOGY PERSON (OTP) 2 PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://otp2.examzify.com

Table of Contents

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

1. **Which component is central to the kiosk's operation and may require OTP Pro replacement?**

   A. PED

   B. Biometric reader

   C. Receipt printer

   D. Kiosk Controller

2. **Which port on the Aruba Network Switches does the RHS connect to?**

   A. Port #2 of switch #1

   B. Port #3 of switch #1

   C. Port #2 of switch #1

   D. Port #1 of switch #1

3. **If your restaurant is SAF'ing, where can you find how much money has been SAF'ed on a PED?**

   A. Dashboard

   B. Cellphie

   C. Reports

   D. Settings

4. **Which component would have to be replaced by an OTP Pro or break/fix provider?**

   A. Kiosk Controller

   B. Biometric reader

   C. Receipt printer

   D. PED multiport cable

5. **Kitchen Side 2 monitors connects to what port on the KVS controllers?**

   A. Video port 2 on KVS controllers

   B. Serial Port 2

   C. HDMI port

   D. Display Port 1

6. What is Modbus and why is it considered insecure?

A. A modern encrypted protocol widely used in IT.

B. A simple master-slave protocol used in OT; it lacks encryption and authentication by default, making data susceptible to eavesdropping and tampering.

C. A protocol that provides end-to-end security by default.

D. A protocol used only in IT, not OT.

7. Which of the following is a recommended set of actions to harden an OT device (PLC/RTU) against cyber threats?

A. Disable monitoring; allow weak passwords; ignore patches.

B. Change hardware only, ignore software.

C. Disable unused services and ports; enforce strong passwords and MFA; regularly update firmware and apply security patches.

D. Enable all services; use default passwords; never update firmware.

8. True or False: When both extenders are not receiving power, the link light will turn red.

A. True

B. False

C. Not sure

D. Off

9. In OT networks, what is a historian and what data does it store?

A. A device that reads historian data from employees.

B. A real-time display of human-machine interface.

C. A log of audits for security incidents.

D. A time-series database that collects and stores process data from controllers and sensors for trending, reporting, and analytics.

10. What is the best way to gather data for an issue?

A. Ask closed-ended questions

B. Make assumptions

C. Ask open-ended questions

D. Ignore input

Answers

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

Explanations

1. Which component is central to the kiosk's operation and may require OTP Pro replacement?

A. PED

B. Biometric reader

C. Receipt printer

D. Kiosk Controller

The component being tested is the one that acts as the brain of the kiosk, coordinating software, hardware, and communications across all parts. This kiosk controller runs the application, manages user input, and directs how data moves between the system and its peripherals. Because it essentially controls the entire operation, if the controller fails or needs an upgrade (for example, to support OTP Pro), the whole kiosk can stop functioning or run with inadequate performance or security. Peripheral components like the payment device, biometric reader, or receipt printer perform specific tasks within the system. They rely on the controller to function, so they're important for particular functions, but they don't drive the overall operation the way the controller does.

2. Which port on the Aruba Network Switches does the RHS connect to?

A. Port #2 of switch #1

B. Port #3 of switch #1

C. Port #2 of switch #1

D. Port #1 of switch #1

The key idea is identifying the uplink from the right-hand side device to the switch. In this topology, the RHS is wired to the designated uplink port on the first switch, which is Port 1. That port is typically set aside for inter-device connections and ensures traffic can flow toward the rest of the network (often as a trunk if multiple VLANs are involved). Other ports on the switch are generally used for end devices or additional links, so they wouldn't serve as the intended RHS connection in this diagram.

3. If your restaurant is SAF'ing, where can you find how much money has been SAF'ed on a PED?

A. Dashboard

B. Cellphie

C. Reports

D. Settings

The key idea is that per-device SAF totals live in the device-focused view of the system. Cellphie is the module that lets you inspect activity by individual PED, so you can see exactly how much money has been SAF'ed on a specific PED. The dashboard gives a broad, overall snapshot and isn't guaranteed to show per-PED SAF amounts; reports are for historical tallies and typically aren't the quick, per-device view you need; settings are for configuring features, not viewing live tallies. So, to find the SAF amount tied to a particular PED, open Cellphie and select that PED to view its SAF total.

4. Which component would have to be replaced by an OTP Pro or break/fix provider?

A. Kiosk Controller

B. Biometric reader

C. Receipt printer

D. PED multiport cable

This question focuses on which hardware component in a kiosk is typically non-user-serviceable and would need replacement by an OTP Pro or break/fix provider. The Kiosk Controller is the central processing unit—the brains of the system that coordinates all peripherals and software. When it fails, the entire kiosk is affected and requires specialized diagnostics, firmware loading, and careful reassembly, tasks that are handled by an OTP Pro or authorized break/fix technician. In contrast, the biometric reader, receipt printer, and PED multiport cable are peripheral or modular parts that are designed to be swapped or serviced more readily in the field, without reconfiguring the whole system. So the Kiosk Controller is the component most likely to require replacement by a pro.

5. Kitchen Side 2 monitors connects to what port on the KVS controllers?

A. Video port 2 on KVS controllers

B. Serial Port 2

C. HDMI port

D. Display Port 1

In a KVS controller setup, each monitor feed is mapped to a specific video output on the controller so every display gets the correct signal. Kitchen Side 2 uses the second video output, which is the designated port for that zone's monitor. This keeps the feeds properly routed and avoids mixing signals. Serial Port 2 is for control or communication with devices, not for video to the monitors. HDMI and DisplayPort are general video interfaces, but the system's established mapping assigns Kitchen Side 2 to the second video output, not to those ports.

6. What is Modbus and why is it considered insecure?

A. A modern encrypted protocol widely used in IT.

B. A simple master-slave protocol used in OT; it lacks encryption and authentication by default, making data susceptible to eavesdropping and tampering.

C. A protocol that provides end-to-end security by default.

D. A protocol used only in IT, not OT.

Modbus is a simple master-slave communication protocol used in industrial settings to connect a central controller (the master) with field devices like PLCs (the slaves). It was designed for straightforward, reliable data exchange in OT networks, often over serial links or Ethernet. Because it was not built with security features in mind, there is no inherent encryption or authentication in Modbus by default. Messages travel in the clear, so anyone who can listen to the network can read the data, and someone could potentially craft or alter commands to change what the devices are doing. Without built-in authentication, a device can't reliably verify that a command came from a legitimate master, allowing spoofing. With only basic integrity checks like a CRC in some variants, data tampering and replay are real risks if the network isn't properly protected. That combination—no encryption, no strong authentication, and limited integrity protection—is why Modbus is considered insecure in modern security terms. Securing it typically requires network controls and additional layers, such as isolating OT networks, using VPNs or gateways that add encryption and authentication, and monitoring for unauthorized activity.

7. Which of the following is a recommended set of actions to harden an OT device (PLC/RTU) against cyber threats?

A. Disable monitoring; allow weak passwords; ignore patches.

B. Change hardware only, ignore software.

C. Disable unused services and ports; enforce strong passwords and MFA; regularly update firmware and apply security patches.

D. Enable all services; use default passwords; never update firmware.

Hardening an OT device relies on reducing the attack surface, enforcing strong authentication, and keeping software up to date. Disabling unused services and ports cuts down on entry points attackers could exploit, since exposed protocols and services create opportunities for compromise. Enforcing strong passwords and multi-factor authentication protects access, so even if credentials are compromised, an additional factor helps prevent unauthorized control. Regularly updating firmware and applying security patches closes known vulnerabilities and addresses weaknesses that could be exploited over the device's long operational life. Together, these steps provide layered protection that aligns with how PLCs and RTUs are typically deployed in industrial environments. The other approaches miss important protections: turning off monitoring and using weak passwords while ignoring patches leaves threats unseen and credentials easy to steal; changing hardware while neglecting software/firmware leaves existing vulnerabilities intact; enabling all services with default passwords and never updating firmware creates numerous easy entry points and outdated software.

8. True or False: When both extenders are not receiving power, the link light will turn red.

A. True

B. False

C. Not sure

D. Off

Link indicators show the status of a connection only when the device has power. If both extenders aren't receiving power, there's no power to drive the LEDs, so the link light cannot display a color signal. In practice, the LED would be off, not red. Red typically indicates a fault or problem when the units are powered, not the absence of power. So the statement is not correct—the light would be off in that situation.

9. In OT networks, what is a historian and what data does it store?

A. A device that reads historian data from employees.

B. A real-time display of human-machine interface.

C. A log of audits for security incidents.

D. A time-series database that collects and stores process data from controllers and sensors for trending, reporting, and analytics.

In OT networks, a historian is a time-series database that collects and stores process data from controllers and sensors for trending, reporting, and analytics. It ingests high-frequency measurements such as temperatures, pressures, flow rates, valve positions, along with precise timestamps, tag identifiers, units, and quality flags. This organization lets engineers pull historical data over chosen time ranges to create trends, generate reports, and perform analytics to understand performance, diagnose issues, and optimize operations. It's different from a real-time display or HMI, which shows current values, and it isn't just an audit log of security events; its primary role is to archive long-term process data for time-based analysis.

10. What is the best way to gather data for an issue?

A. Ask closed-ended questions

B. Make assumptions

C. Ask open-ended questions

D. Ignore input

When gathering data about an issue, open-ended questions are the most effective because they invite detailed, contextual responses rather than limiting answers to yes/no or fixed options. This approach lets people describe what happened in their own words, outline the sequence of events, note observable symptoms, and explain impacts, which helps you uncover root causes, contributing factors, and constraints you might not anticipate. For example, asking questions like "Walk me through what you were doing when the issue occurred," "What did you observe, hear, or feel," and "What happened after the issue started?" encourages a rich narrative you can analyze for patterns. You can then use focused follow-up questions to clarify specifics or quantify aspects if needed. Bias and gaps arise when you rely on rigid questions or assumptions, and when input is ignored. Open-ended data collection helps ensure you capture the full picture and context before narrowing in on specifics.

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://otp2.examzify.com

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