

Macintosh OS X 10.4 Desktop Administration

Assessment Fact Sheet

Overview

The Macintosh OS X 10.4 Desktop Administration test measures knowledge of administering a desktop computer running the Macintosh OS X 10.4 operating system. Designed for experienced system administrators.

| | |
|------------------|-----------------------|
| Job Family/Title | System Administrators |
|------------------|-----------------------|

Details

| | |
|--------------------------------------|----------------------------|
| Average Testing Time (minutes) | 23 minutes |
| Allowed Time (minutes) | 90 minutes |
| Maximum Number of Questions | 30 questions |
| Designed for Unproctored Environment | Yes |
| Question Format | Multiple Choice - Adaptive |
| Product Category | Information Technology |

Knowledge, Skills, Abilities and Competencies Measured

The following areas are covered:

- Bundled Software
- Finder
- Mac OS X Installation
- Mac OS X Support
- Networking
- Resource Management
- Security
- System Preferences
- User Account Management

Example Questions

You are working on a Mac that is experiencing slower Internet connectivity than normal. You are trying to determine if the general Internet slowness is being caused by your ISP or by some other source.

Referring to the above scenario, which one of the following command line programs do you run in order to help diagnose the problem?

| | |
|---|---|
| a | <input type="radio"/> <code>topdup</code> |
| b | <input type="radio"/> <code>nslookup</code> |
| c | <input type="radio"/> <code>ifconfig</code> |
| d | <input type="radio"/> <code>traceroute</code> |
| e | <input type="radio"/> <code>whois</code> |

Example Reports

Test: Macintosh OS X 10.4 Desktop Administration
This report is confidential and its contents are intended to assist in the production of an application with balance. If you would like more information about this interpretative report or other products that SHL offers, please contact your account representative.

Score: 3.8
Proficiency Level: Proficient (2.51 - 3.88)
The candidate has achieved the basic concepts of Macintosh OS X 10.4 Desktop Administration, including:

- Mac OS X Support
- Finder
- System Preferences

The candidate demonstrates a good understanding of intermediate Macintosh OS X 10.4 Desktop Administration concepts, such as:

- System Management
- Networking
- User Account Management

The candidate may have some knowledge of more advanced Macintosh OS X 10.4 Desktop Administration concepts such as:

- Mac OS X Installation
- Security
- Shared Software

At this proficiency level, the candidate will be capable of working on most projects involving Macintosh OS X 10.4 Desktop Administration with minimal assistance. However, the candidate will probably require more assistance with advanced concepts.

Percentile Comparison:
The percentile score indicates how well the candidate scored relative to other candidates in the comparison population indicated by the side.

| Comparison Population | Percentile |
|-----------------------|------------|
| Company Population | 71 |
| Global Population | 71 |

Test Results Summary

| Order | Question | Topic | Transcript ID | Skill Level | Raw Score (Seconds) | Is Correct | A | B | C | Data | Info | Standard Error |
|-------|--|------------------|----------------------------|--------------|---------------------|------------|---|---|---|------|------|----------------|
| 1 | MACINTOSH_OS_X_10.4_DESKTOP_ADMINISTRATION_88_8843 | Mac OS X Support | Troubleshooting Techniques | Basic | 43.8 | Yes | | | | | | |
| 2 | MACINTOSH_OS_X_10.4_DESKTOP_ADMINISTRATION_88_8248 | Finder | User Interface Navigation | Basic | 180.0 | No | | | | | | |
| 3 | MACINTOSH_OS_X_10.4_DESKTOP_ADMINISTRATION_88_8337 | Networking | File Sharing | Intermediate | 8.3 | Yes | | | | | | |