



Certified IT Support Specialist (CITS)

Ten Sample Questions

These ten questions are written at the difficulty of the live exam. Six carry a figure, a data table, a configuration or a code listing; four are plain scenario questions, as on the live paper. Every one is a scenario a working IT support specialist would meet, and none of them appears in the live question bank.

The live exam is multistage adaptive: how you score on one stage selects the difficulty of the next, so no two candidates sit the same paper. It is a performance-based exam: each form can carry up to 5 to 12 performance-based questions alongside the multiple-choice questions, which means you build, sequence or complete something rather than only choosing from a list. Answers and full explanations follow each question here; the live exam does not disclose item-level answers.

Question 1

Domain 1: IT Fundamentals

DATA

Emma Wilson reviews which parts keep data when a computer is powered off.

Component	Keeps data off
RAM module	No
SSD storage	Yes
CPU cache	No
Power supply	No

Table 1.1 Components and data retention.

Which part stores files while the machine is switched off?

- ☐ A RAM module
- ☐ B SSD storage
- ☐ C CPU cache
- ☐ D Power supply

Correct answer: B

An SSD is non-volatile storage, so it retains files and the operating system while the machine is powered off. RAM and the CPU cache are volatile and lose their contents without power, and the power supply only delivers electricity. Knowing which components are volatile is a core IT fundamental.

Question 2

Domain 2: Networking and Connectivity

DATA

James Carter matches common services to the port and job they use.

Service	Port
HTTPS	443
SSH	22
DNS	53
DHCP	67

Table 2.1 Services and default ports.

Which service turns a name such as example.com into an IP address?

- ☐ A HTTPS traffic
- ☐ B SSH access
- ☐ C DNS lookup
- ☐ D DHCP lease

Correct answer: C

DNS resolves human-friendly names into the IP addresses that networking actually routes to. HTTPS carries encrypted web traffic, SSH gives secure remote access, and DHCP hands out IP addresses automatically. When name resolution fails, sites work by IP but not by name.

Question 3

Domain 3: Operating Systems and Software

CONFIG

Olivia Davis sees that a workstation drive is nearly full and installs are failing.

```
Drive C: 98 percent full
Temp files: 40 GB
Free space: 2 GB
App installs: failing
```

Listing 3.1 The current disk state.

What is the safest first step to recover space?

- ☐ A Clear temp files
- ☐ B Turn off the monitor
- ☐ C Add more RAM

D Reinstall the OS

Correct answer: A

Clearing temporary files reclaims space safely without touching user data or the operating system, and it often resolves failing installs at once. Adding RAM does not free disk space, turning off the monitor does nothing, and reinstalling the system is drastic and risks data loss. Start with the least disruptive fix.

Question 4

Domain 4: Systems Administration Basics

CONFIG

Liam Anderson sets up an account for a new hire and checks it against policy.

```
New hire: standard user
Needs: email and file share
Requested: full admin
Policy: least privilege
```

Listing 4.1 The access request.

Which access grant follows the stated policy?

- A** Grant admin to all
- B** Share one login
- C** Disable all passwords
- D** Give minimum rights

Correct answer: D

Least privilege means granting only the access a role actually needs, so the new hire should get email and file share rights and nothing more. Handing out full admin, sharing a single login, or disabling passwords all widen risk with no benefit. Right-sized permissions limit the damage if an account is misused.

Question 5

Domain 5: Troubleshooting and Support

DATA

Ava Thompson uses a quick guide to decide where a fault is likely to sit.

Symptom	Likely area
No web, others online	This PC
No one has web	Network
Slow only at 5pm	Congestion
One site down	That site

Table 5.1 Symptoms and likely areas.

One PC cannot reach any site, yet every other machine works fine. What should you check first?

- A** Reboot the whole network

- ☐ B Check this PC config
- ☐ C Replace the switch
- ☐ D Call the ISP

Correct answer: B

When a single machine fails while the rest of the network is fine, the fault almost always sits on that machine, so its IP, DNS and adapter settings come first. Rebooting the whole network or calling the provider would disrupt working users for no reason. Isolating scope before acting is the heart of good troubleshooting.

Question 6

Domain 6: Security and Service Management

DATA

An IT service desk classifies work using the record types below.

Record	Meaning
Incident	Service disruption
Change	Planned edit
Problem	Root cause
Request	Standard ask

Table 6.1 Service management record types.

A mailbox that was working has suddenly gone down for one user. Which record fits?

- ☐ A Change request
- ☐ B Service request
- ☐ C Incident
- ☐ D Problem record

Correct answer: C

An unplanned disruption to a working service is logged as an incident, and the goal is to restore service quickly. A change is a planned edit, a request is a routine ask, and a problem record tracks an underlying root cause across incidents. Correct classification drives the right response and priority.

Question 7

Domain 2: Networking and Connectivity

Users can reach websites by typing the IP address but not by typing the name. What is the most likely cause?

- ☐ A DNS resolution
- ☐ B Bad power supply
- ☐ C A full hard drive
- ☐ D A faulty monitor

Correct answer: A

If sites load by IP but not by name, the network path works and name resolution is the piece failing, which points at DNS. A power supply, disk or monitor fault would not produce that exact split between IP and name access. Checking the DNS server settings is the direct next step.

Question 8 Domain 4: Systems Administration Basics

A server disk fails and its data cannot be recovered. Which practice would most reliably have prevented the loss?

- ☐ A Brighter screens
- ☐ B More RAM only
- ☐ C A faster mouse
- ☐ D Tested backups

Correct answer: D

Regular backups that are tested by actually restoring them are what let a team recover data after a drive fails. More memory, a faster mouse or brighter screens do nothing for recoverability. A backup you have never restored is not yet proven, so testing the restore is part of the practice.

Question 9 Domain 5: Troubleshooting and Support

A user reports that an application will not open. What should a support technician do first?

- ☐ A Replace the PC
- ☐ B Gather details
- ☐ C Reinstall the OS
- ☐ D Escalate at once

Correct answer: B

The first step is to gather details, such as the exact error, when it started and what changed, because that information shapes every later action. Replacing hardware or reinstalling the system before understanding the fault wastes time and may not help. Escalating too early skips the quick fixes a technician can often apply.

Question 10 Domain 6: Security and Service Management

A person emails the service desk asking to reset the password on another employee account. What should the desk do?

- ☐ A Reset the password now
- ☐ B Ignore the request
- ☐ C Verify identity first
- ☐ D Email it to them

Correct answer: C

Password and access requests must be verified against an approved process before any change is made, because email alone does not prove who is asking. Resetting on demand or sending a password by email could hand an account to an attacker. Verifying identity first is a basic security control on the service desk.

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