**Tech Support**

**Quiz 1**

1. Write a ½ page single space essay about one person in the list below. Write your piece in Arial 12pt font.

Choose a person from the list below:

* Charles Babbage
* Steve Wozniak
* Stephen Jobs
* Bill Gates
* Alan Cooper

Include the following information in your response

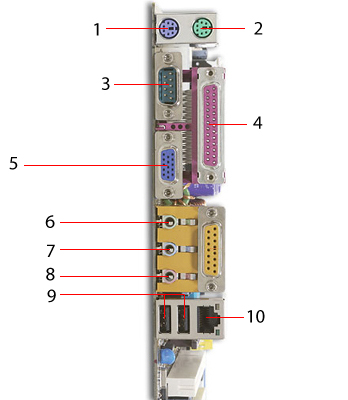
1. What company did they work for?
2. What impact did they have on the computer industry?
3. What are their greatest accomplishments?

**Value 10**

2. ESD

1. Define and explain ESD. **Value 2**
2. Name 2 ways that you can protect your self from ESD **Value 2**
3. What is the best flooring to have in your computer workshop? Why? **Value 2**

3. Label the 10 lines in the diagram below and list what you can plug into the port.



1

2

3

4

5

6

7

8

9

10

**Value 10**

4. Label the ports in the diagram below and describe what you would plug in to the port. **Value 8**

A.

B.

D.

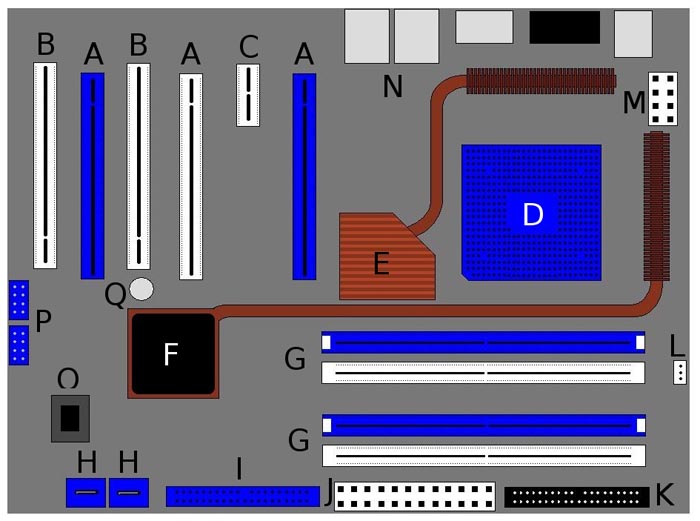
G.

I.

J.

K.

L.



1. What is the difference between a hard drive and a floppy drive? **Value 2**
2. What component is known as the brain of the computer? Why? **Value 2**
3. Why is it important to document the disassembly/reassembly process of the computer? **Value 1**
4. If you were going to update one component in your home computer what component would you choose? Why? **Value 2**