



Sample Exam

Edition 201606

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Content

Introduction	4
Sample Exam	5
Answer Key	9
Evaluation	15

Introduction

This is the sample exam EXIN Green IT Citizen (GRITC.EN). The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 20. Each correct answer is worth one point. If you obtain 13 points or more you will pass.

The time allowed for this exam is 30 minutes.

Good luck!

Sample Exam

1 of 20

What does “Greening the IT ecosystem” mean?

- A. Educating clients and employees about what IT can do to realize a sustainable world.
- B. Reducing the power consumption of IT in order to optimize the cost of IT service provisioning to customers.
- C. Thinking holistically about what, how and why IT operates and about who and what their operations impact.

2 of 20

“A Product that gives the impression of a third-party endorsement where no such endorsement exists.”

Which sin is this?

- A. Sin of Fibbing
- B. Sin of Irrelevance
- C. Sin of Worshiping False labels

3 of 20

Which question should you ask yourself when considering buying a greener printer?

- A. Will I be able to print color pictures with the new printer?
- B. How many more pages will I be able to print?
- C. What is the expected cost of operation?

4 of 20

The main environmental impact from computers comes from their energy use.

What affects the computer’s energy consumption?

- A. Service packs
- B. Firmware version
- C. Performance level

5 of 20

What is the difference between a PC and a terminal?

- A. PCs are physical machines and terminals are considered virtual machines.
- B. PCs consist of a single machine and terminals consist of multiple machines.
- C. PCs have computing intelligence and internal processing capability and terminals do not.

6 of 20

What **best** describes the printer's duty cycle?

- A. The duration a printer is expected to function without failure.
- B. The number of pages a printer is designed to print on average per month.
- C. The speed in which a printer can successfully print documents.

7 of 20

What makes IT a good fit for Green?

- A. IT uses a lot of resources.
- B. IT has a large budget.
- C. IT is high in the organization structure.

8 of 20

Exit signs marking the way out of the building must be lit at all times. LEDs (light emitting diodes) have the lowest power use.

What is another good reason to use LED in exit signs?

- A. Battery backups can easily be included
- B. LEDs are more visible
- C. Using LEDs is according to legislation

9 of 20

Which three types of challenges are interrelated so they show that everyone depends upon one another for not only success but also survival?

- A. environmental, legislative, and economic challenges
- B. global societal, environmental, and economic challenges
- C. historical, legislative, and global societal challenges

10 of 20

What is easiest to recycle?

- A. Copper wiring
- B. PC boards
- C. Steel

11 of 20

What makes satellite commuting offices attractive?

- A. Commuting offices are all outfitted with computers based on the newest technologies.
- B. Companies can cut down on the need for high-end office space, creating cost savings.
- C. Companies can use satellite commuting offices to appear on top of green IT to win tender contracts.

12 of 20

What is one of the most important environmental features of new LED (light emitting diodes) monitors compared to older flat screen monitors?

- A. The new LED monitors are mercury-free and do not use any other toxic heavy metals.
- B. The new LED monitors cost only a third to manufacture compared to older flat screen monitors.
- C. The new LED monitors use 50% power compared to older flat screen monitors.

13 of 20

What is the fastest and cheapest method for sending a large file to another person or group of persons?

- A. E-mail the file
- B. File transfer
- C. Web conferencing

14 of 20

What is one of the most alarming components of E-waste?

- A. It has residual data that is contained on electronic storage devices.
- B. It is filled with hazardous materials which can leach into water and soil.
- C. It contains packaging material that cannot be completely recycled.

15 of 20

Before internally communicating the importance of employees correctly using their computers' sleep function as an energy-saving tool, what should the IT department do?

- A. Install software that puts all computers to sleep at the end of each day to allow computers uninterrupted sleep.
- B. Add new drivers and setting changes for reliable sleep to your regular system maintenance update schedule.
- C. Deploy a one-off maintenance event to update all company computers to the latest software versions.

16 of 20

What does "duplex printing" mean?

- A. A printer can print in color and black and white.
- B. Printing on both sides of the paper.
- C. Printing the same pages twice.

17 of 20

What should you do when leaving a secured area with your encrypted laptop?

- A. Leave the laptop powered on but restrict access to it using a password.
- B. Turn off your laptop completely when you are not using it.
- C. Use the automatic sleep function and set it to work after 5 minutes to save energy.

18 of 20

What is The Triple Bottom Line about?

- A. People, planet and policy
- B. People, planet and profit
- C. People, policy and profit

19 of 20

What is an example of Green business drivers?

- A. Cutting costs
- B. Minimizing carbon emissions
- C. Reducing e-waste

20 of 20

Why are Green organizations more attractive to their employees?

- A. Employees are on the average better paid.
- B. Employees feel empowered and motivated.
- C. Employees tend to work fewer hours.

Answer Key

1 of 20

What does “Greening the IT ecosystem” mean?

- A. Educating clients and employees about what IT can do to realize a sustainable world.
- B. Reducing the power consumption of IT in order to optimize the cost of IT service provisioning to customers.
- C. Thinking holistically about what, how and why IT operates and about who and what their operations impact.

A. Incorrect. This is only a part of “Greening the IT ecosystem”.
B. Incorrect. This is only a part of the actions that can be taken to Green the IT ecosystem.
C. Correct. “Greening the IT ecosystem” means thinking holistically about what, how and why IT operates and about who and what their operations impact. (Green IT for Dummies, page 17)

2 of 20

A Product that gives the impression of a third-party endorsement where no such endorsement exists.

Which sin is this?

- A. Sin of Fibbing
- B. Sin of Irrelevance
- C. Sin of Worshipping False labels

A. Incorrect. 7 sins of greenwashing, Terrachoice.
B. Incorrect. 7 sins of greenwashing, Terrachoice.
C. Correct. 7 sins of greenwashing, Terrachoice.

3 of 20

Which questions should you ask yourself when considering buying a greener printer?

- A. Will I be able to print color pictures with the new printer?
- B. How many more pages will I be able to print?
- C. What is the expected cost of operation?

A. Incorrect. Printing in colors can be very expensive if not really needed.
B. Incorrect. The printer should be able to print the number of pages the organization needs to print.
C. Correct. This is the only question that could lead to choose a greener printer. (Green IT for Dummies, Page 247)

4 of 20

The main environmental impact from computers comes from their energy use.

What affects the computer's energy consumption?

- A. Service packs
- B. Firmware version
- C. Performance level

A. Incorrect. Service packs do not affect energy use.
B. Incorrect. Firmware version does not affect energy use.
C. Correct. Performance level is a factor affecting the energy use. (Green IT for Dummies page 224)

5 of 20

What is the difference between a PC and a terminal?

- A. PCs are physical machines and terminals are considered virtual machines.
- B. PCs consist of a single machine and terminals consist of multiple machines.
- C. PCs have computing intelligence and internal processing capability and terminals do not.

A. Incorrect. Both PCs and terminals are physical machines.
B. Incorrect. Both PCs and terminals are single machines which may be connected to a network.
C. Correct. PCs have their own computing intelligence and internal processing power and terminals are connected to a host computer, usually a mainframe. (Green IT for Dummies, page 237)

6 of 20

What **best** describes the printer's duty cycle?

- A. The duration a printer is expected to function without failure.
- B. The number of pages a printer is designed to print on average per month.
- C. The speed in which a printer can successfully print documents.

A. Incorrect. The printer's duty cycle is the number of pages a printer is designed to print on average per month.
B. Correct. The printer's duty cycle is the number of pages a printer is designed to print on average per month. (Green IT for Dummies page 245)
C. Incorrect. The speed of the printer is not related to the duty cycle.

7 of 20

What makes IT a good fit for Green?

- A. IT uses a lot of resources.
- B. IT has a large budget.
- C. IT is high in the organization structure.

A. Correct. In many organizations, IT is the biggest consumer of electricity. Efficiency improvements have a real impact. (Green IT for Dummies, page 13)
B. Incorrect. Budget is not the reason.
C. Incorrect. Organizational structure is not the reason.

8 of 20

Exit signs marking the way out of the building must be lit at all times. LEDs (light emitting diodes) have the lowest power use.

What is another good reason to use LED in exit signs?

- A. Battery backups can easily be included
- B. LEDs are more visible
- C. Using LEDs is according to legislation

A. Correct. Because the lights use so little power, battery backups can be included in each sign, contributing to safety in case of power outages. (Green IT for Dummies, page 277-278)
B. Incorrect. LEDs are not by definition more visible. This depends on other factors.
C. Incorrect. There is no legislation regarding type of lighting. US legislation forces manufacturers to make exit signs use no more than 5 watts.

9 of 20

Which three types of challenges are interrelated so they show that everyone depends upon one another for not only success but also survival?

- A. environmental, legislative, and economic challenges
- B. global societal, environmental, and economic challenges
- C. historical, legislative, and global societal challenges

A. Incorrect. Legislative challenges are not part of the equation.
B. Correct. Corporate responsibility defines how businesses extend their sense of responsibility to consider the well-being of society and the environment with an understanding that global societal, environmental, and economic challenges are interrelated and that everyone depends upon one another for not only success but also survival. (Green IT for Dummies, page 11)
C. Incorrect. Historical and legislative challenges are not part of the equation.

10 of 20

What is easiest to recycle?

- A. Copper wiring
- B. PC boards
- C. Steel

A. Incorrect. Recycling wiring is labor intensive.
B. Incorrect. Electronic circuit boards are difficult to recycle.
C. Correct. Much of the steel consumed in the US comes from scrap metal. (Green IT for Dummies, page 289)

11 of 20

What makes satellite commuting offices attractive?

- A. Commuting offices are all outfitted with computers based on the newest technologies.
- B. Companies can cut down on the need for high-end office space, creating cost savings.
- C. Companies can use satellite commuting offices to appear on top of green IT to win tender contracts.

A. Incorrect. This is not true for all, or most, commuting offices.
B. Correct. Companies can cut down on the need for high-end office space, creating cost savings. (Green IT for Dummies page 47)
C. Incorrect. This is not related to green IT and certainly not a desired motive.

12 of 20

What is one of the most important environmental features of new LED (light emitting diodes) monitors compared to older flat screen monitors?

- A. The new LED monitors are mercury-free and do not use any other toxic heavy metals.
- B. The new LED monitors cost only a third to manufacture compared to older flat screen monitors.
- C. The new LED monitors use 50% power compared to older flat screen monitors.

A. Correct. Traditional flat screens use fluorescent lighting which uses mercury, a toxic heavy metal. Both Europe and California, USA are already implementing environmental regulations preventing the use of toxic heavy metals in products. (Green IT for Dummies page 228)
B. Incorrect. This is not a known feature of new LED monitors.
C. Incorrect. This is not a known feature of new LED monitors.

13 of 20

What is the fastest and cheapest method for sending a large file to another person or group of persons?

- A. E-mail the file
- B. File transfer
- C. Web conferencing

A. Incorrect. File transfer of large files is cheaper and often faster than e-mail.
B. Correct. File transfer of large files is cheaper and faster even than e-mail. (Green IT for Dummies, page 308)
C. Incorrect. Web conferencing is not a good way to send files.

14 of 20

What is one of the most alarming components of E-waste?

- A. It has residual data that is contained on storage electronic storage devices.
- B. It is filled with hazardous materials which can leach into water and soil.
- C. It contains packaging material that cannot be completely recycled.

A. Incorrect. Residual data is not the most alarming component.

B. Correct. Materials like cadmium, mercury, lead, carcinogenic PCBs, and many elements that are not biodegradable are found in E-waste and pose a threat to the environment. (Green IT for Dummies, page 20)

C. Incorrect. Packaging material is not the most alarming concern.

15 of 20

Before internally communicating the importance of employees correctly using their computers' sleep function as an energy-saving tool, what should the IT department do?

- A. Install software that puts all computers to sleep at the end of each day to allow computers uninterrupted sleep.
- B. Add new drivers and setting changes for reliable sleep to your regular system maintenance update schedule.
- C. Deploy a one-off maintenance event to update all company computers to the latest software versions.

A. Incorrect. This does not prevent employees from having their computers needlessly turned on all day. It also does not prevent from computers waking up by themselves due to incompatible drivers and setting changes.

B. Correct. This will keep computers up to date with the latest drivers and setting changes to allow for computer to remain in sleep mode uninterrupted. (Green IT for Dummies, page 234)

C. Incorrect. This will most likely solve any driver/setting issues for the time being but will inevitably lead to outdated versions causing computers to not properly remain asleep when not used.

16 of 20

What does "duplex printing" mean?

- A. A printer can print in color and black and white.
- B. Printing on both sides of the paper.
- C. Printing the same pages twice.

A. Incorrect. Duplex printing is not related to the colors.

B. Correct. Duplex printing means printing on both sides of the papers. (Green IT for Dummies page 250)

C. Incorrect. Duplex printing means printing on both sides of the papers.

17 of 20

What should you do when leaving a secured area with your encrypted laptop?

- A. Leave the laptop powered on but restrict access to it using a password.
- B. Turn off your laptop completely when you are not using it.
- C. Use the automatic sleep function and set it to work after 5 minutes to save energy.

A. Incorrect. Although a safety measure which should always be employed, this does not save on energy use.

B. Correct. Using sleep mode will still have the RAM area of your laptop accessible in which encryption keys can be retrieved. Also, turning off your laptop will save on energy use. (Green IT for Dummies page 235)

C. Incorrect. In sleep, standby or hibernate mode your laptop is not protected.

18 of 20

What is The Triple Bottom Line about?

- A. People, planet and policy
- B. People, planet and profit
- C. People, policy and profit

A. Incorrect. The Triple Bottom Line is not about policy.

B. Correct. The Triple Bottom Line is about "People, planet and profit". (Green IT for Dummies, page 15)

C. Incorrect. The Triple Bottom Line is not about policy.

19 of 20

What is an example of Green business drivers?

- A. Cutting costs
- B. Minimizing carbon emissions
- C. Reducing e-waste

A. Correct. An example of Green business drivers is about cutting costs. (Green IT for Dummies, page 18-19)

B. Incorrect. Minimizing carbon emissions is an example of Green environmental drivers.

C. Incorrect. Reducing e-waste is an example of Green environmental drivers.

20 of 20

Why are Green organizations more attractive to their employees?

- A. Employees are on the average better paid.
- B. Employees feel empowered and motivated.
- C. Employees tend to work fewer hours.

A. Incorrect. Employees feel empowered and motivated and are more attracted to Green organizations despite of the salary they get.

B. Correct. Employees feel empowered and motivated. (Green IT for Dummies page 15)

C. Incorrect. There is no correlation between working hours and Green organizations.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer
1	C
2	C
3	C
4	C
5	C
6	B
7	A
8	A
9	B
10	C
11	B
12	A
13	B
14	B
15	B
16	B
17	B
18	B
19	A
20	B

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