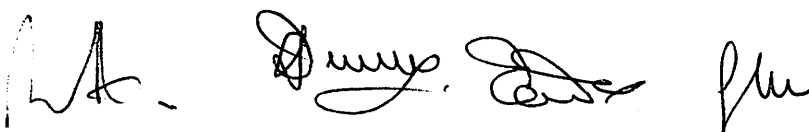


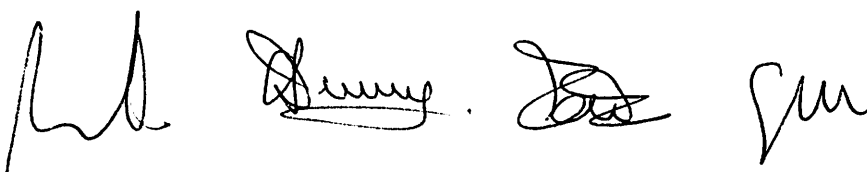
A: GESTIONE DI SISTEMI INFORMATICI IN RETE

1. Per supplire alla carenza di numeri IP pubblici molte reti usando un grande numero di IP con numerazione privata e un NAT per effettuare la traduzione. Spiegare il funzionamento del NAT
2. Descrivi come funziona una VPN di accesso per permettere a lavoratori mobili e telelavoratori di accedere ad una rete aziendale
3. Gli indirizzi IPv4 pubblici sono molto rari e preziosi. Per questo motivo spesso si usano indirizzi su range di indirizzi privati. Puoi fare un esempio di numerazione privata
4. Quando conviene usare indirizzi IP privati invece che indirizzi pubblici? Quali sono i pro e i contro?
5. Descrivere il protocollo SSH e il funzionamento di un tunnel SSH
Descrivere la crittografia a chiavi asimmetrica

Handwritten signatures in black ink, consisting of several stylized names or initials.

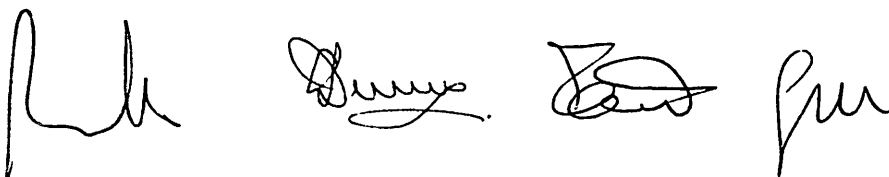
B: Conoscenza dei sistemi operativi tipo Windows e tipo Linux/Unix X

1. Come si possono recuperare i dati da un sistema infettato da un virus
2. Descrivere i problemi di sicurezza legati al phishing
3. Descrivere i problemi di sicurezza informatica legata agli allegati delle mail
4. Come agire se un utente pensa di aver un virus sul suo computer
5. Come agire se un utente pensa di aver consegnato per errore la sua password ad un hacker

Four handwritten signatures in black ink, arranged horizontally from left to right. The first signature is a stylized 'M', the second is 'Denny', the third is 'Joa', and the fourth is 'Siu'.

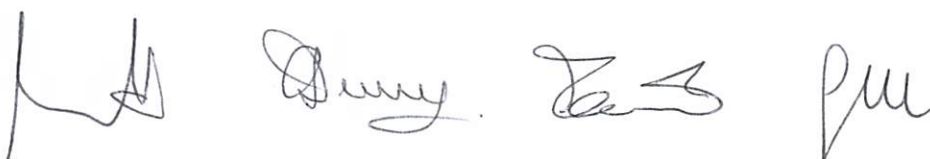
C: Conoscenza dei protocolli di rete

1. Differenze tra i protocolli TCP e UDP – Quando si preferisce UDP a TCP?
2. Cos'è HTTP e quale porta utilizza di norma. Cosa succede se si usa una porta diversa da quella standard?
3. Per quale motivo si tende ad usare HTTPS invece che http
4. Spiegare brevemente DHCP
5. A cosa serve il protocollo SNMP e come funziona

Four handwritten signatures in black ink, arranged horizontally from left to right. The first signature is a stylized 'R', the second is 'Dennis', the third is 'Edu', and the fourth is 'fuc'.

D: conoscenza di linguaggi di scripting

1. Differenze tra linguaggi compilati come C, C++ e linguaggi di scripting su Windows oppure su Linux
2. Spiegare il funzionamento di crontab
3. Differenza tra standard input, standard output e standard error in unix/linux
4. Descrivi un linguaggio di scripting che conosci e illustra i vantaggi rispetto ad altri linguaggi di scripting.
5. Valutazioni nella scelta di linguaggi di SHELL scripting (bash, csh, powershell) rispetto a linguaggi universali (Python, PHP, Perl)



E: Conoscenza della lingua inglese

1. Most help desk positions involve a substantial amount of written communication. This includes internal channels, such as ticket initiation and escalation, and external ones, such as email and IM support. Verbal communication is of course essential as well if you offer a phone-based support service. Strong candidates will use this question to talk about the pros and cons of different communication methods while assuring you that they're comfortable using a range of channels.
2. IT problems can be particularly stressful to people are not technically inclined, which means that callers might be upset when reaching out to a support professional. Candidates should demonstrate to you that they understand the principles of active listening: listen without intervening; empathize; confirm understanding of the problem; offer an appropriate solution; ensure that the caller has understood the solution.
3. Help desk and desktop support professionals were called upon like never before when a huge swath of the workforce was forced to stay home after the COVID-19 pandemic hit. This talent was already difficult to find, but once workers and employers had to depend on technology to maintain their livelihoods and revenues, support staff became indispensable. Now that companies need to hire to take advantage of growth opportunities, they face a labor market where help desk professionals are even more in demand.
4. This course is the first of a series that aims to prepare you for a role as an entry-level IT Support Specialist. In this course, you'll be introduced to the world of Information Technology, or IT. You'll learn about the different facets of Information Technology, like computer hardware, the Internet, computer software, troubleshooting, and customer
5. The main job role of IT support is to help customers who have technical queries and solve them. Support is also known as technical support where businesses offer help to their customers in the form of computer services or IT services. The main responsibility of an IT support engineer is to reside frontline and solve technical issues of employees or maybe customers.

