[Q13-Q28 Download Google Google-Workspace-Administrator Sample Questions [Sep-2023

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Google Workspace Administrator Certification Exam is a rigorous exam that tests your knowledge of Google Workspace services such as Gmail, Google Drive, Google Docs, Google Sheets, and Google Meet. Google-Workspace-Administrator exam covers a wide range of topics including user and group management, security and compliance, data migration, and mobile device management. To pass Google-Workspace-Administrator exam, you need to have a deep understanding of Google Workspace services and be able to apply this knowledge to real-world scenarios.

Q13. The human resources (HR) team needs a centralized place to share key documents with the entire organization while protecting confidential documents and mitigating the risk of losing documents when someone leaves. These documents must be editable by the HR team members. What is the best way to set this up?
* Have the HR lead create a folder in their MyDrive for the non-confidential files, give edit access to the HR team, and give view access to the organization.
* Create a shared drive for the non-confidential files, give the HR team manager access, and give contributor access to the entire organization.
* Create a shared drive for non-confidential files, give the HR team content manager access, and give view access to the organization.
* Create a shared drive for all files, give the HR team content manager access, and give view access to the organization.

Q14. A user is reporting that external, inbound messages from known senders are repeatedly being incorrectly classified as spam. What steps should the admin take to prevent this behavior in the future?

* Modify the SPF record for your internal domain to include the IPs of the external user’s mail servers.
* Update the spam settings in the Admin Console to be less aggressive.
* Add the sender’s domain to an allowlist via approved senders in the Admin Console.
* Instruct the user to add the senders to their contacts.

https://support.google.com/a/answer/60752?hl=en#:~:text=Approved%20senders%20list%E2%80%94,settings%20in%20Google%2
0Workspace.

Q15. You received this email from the head of marketing:

Hello Workspace Admin:

Next week, a new consultant will be starting on the “massive marketing mailing” project. We want to ensure that they can view contact details of the rest of the marketing team, but they should not have access to view contact details of anyone else here at our company. Is this something that you can help with?

What are two of the steps you need to perform to fulfill this request?

Choose 2 answers
* Create an isolated OU for the consultants who need the restricted contacts access.
* Create a group that includes the contacts that the consultant is allowed to view.
* Apply the role of owner to the consultant in the group settings.
* Create the consultant inside under the marketing OU.
* Ensure that you are assigned the Administrator Privilege of Services > Services settings, and ensure that Services > Contacts > Contacts Settings Message is set.

Q16. Your organization is about to expand by acquiring two companies, both of which are using Google Workspace. The CISO has mandated that strict ‘No external content sharing’ policies must be in place and followed. How should you securely configure sharing policies to satisfy both the CISO’s mandate while allowing external sharing with the newly acquired companies?

* Allow external sharing of Drive content for the IT group only.
* Create a Drive DLP policy that will allow sharing to only domains on an allowlist.
* Use shared drives to store the content, and share only individual files externally.
* Let users share files between the two companies by using the ‘Trusted Domains’ feature. Create an allowlist of the trusted domains, and choose sharing settings for the users.

https://support.google.com/a/answer/6160020?hl=en#zippy=%2Cgive-sharing-access-to-trusted-domains:~:text=only%20trusted%2
0domains-,Allow%20external%20sharing%20with%20only%20trusted%20domains,-Help%20and%20tips

Q17. Your organization has noticed several incidents of accidental oversharing inside the organization. Specifically, several users have shared sensitive Google Drive items with the entire organization by clicking ‘anyone in this group with this link can view’. You have been asked by senior management to help users share more appropriately and also to prevent accidental oversharing to the entire organization. How would you best accomplish this?

* Create groups, add users accordingly, and educate users on how to share to specific groups of people.
* Disable sharing to the entire organization so that users must consciously add every person who needs access.
* Determine sharing boundaries for users that work with sensitive information, and then implement target audiences.
* Temporarily disable the Google Drive service for individuals who continually overshare.

https://support.google.com/a/answer/9934697?hl=en#zippy=:~:text=Why%20use%20target,for%20broad%20sharing.

Q18. A user is reporting that after they sign in to Gmail, their labels are not loading and buttons are not responsive. What action should you take to troubleshoot this issue with the user?

* Collect full message headers for examination.
* Check whether the issue occurs when the user authenticates on a different device or a new incognito window.
* Check whether a ping test to service.gmail.com (pop.gmail.com or imap.gmail.com) is successful.
* Check whether traceroute to service.gmail.com (pop.gmail.com or imap.gmail.com) is successful.

Q19. A user reached out to the IT department about a Google Group that they own: info@company.com. The group is receiving mail, and each message is also delivered directly to the user's Gmail inbox. The user wants to be able to reply to messages directly from Gmail and have them sent on behalf of the group, not their individual account. Currently, their replies come from their individual account. What would you instruct the user to do?

* Create a new content compliance rule that matches the user's outgoing messages with the group copied, and have it modify the sender to be the group address.
* Add the group as an email address that can be sent from within Gmail, and verify that the user has access. They can then choose to reply from the group.
* Add the user's individual account as a delegate to the group's inbox. They can then toggle between the accounts and use the Gmail interface on behalf of the group.
* Set the group address to be the default sender within the group's posting policies.
https://support.google.com/googlecloud/answer/10635789?hl=en

Q20. Your organization has decided to enforce 2-Step Verification for a subset of users. Some of these users are now locked out of their accounts because they did not set up 2-Step Verification by the enforcement date. What corrective action should you take to allow the users to sign in again?

* Disable 2-Step Verification per organizational unit so the affected users can sign in.
* Move the affected users into the exception group temporarily so they can set up 2-Step Verification, and then remove them from the exception group after successful sign-in is confirmed.
* Disable 2-Step Verification organization-wide so all users can successfully sign in.
* Move the affected users into the exception group permanently so they do not have to use 2-Step Verification going forward.

Q21. Your organization has just appointed a new CISO. They have signed up to receive admin alerts and just received an alert for a suspicious login attempt. They are trying to determine how frequently suspicious login attempts occur within the organization. The CISO has asked you to provide details for each user account that has had a suspicious login attempt in the past year and the number of times it occurred for each account.

What action should you take to meet these requirements?

* Use the login audit report to export all suspicious login details for analysis.
* Create a custom dashboard with the security investigation tool showing suspicious logins.
* Use the account activity report to export all suspicious login details for analysis.
* Create a custom query in BigQuery showing all suspicious login details.
Login audit log Track user sign-in activity You can use the Login audit log to track user sign-ins to your domain. You can review all sign-ins from web browsers. If a user signs in from an email client or a non-browser application, you can only review reports of suspicious attempts. Forward log event data to the Google Cloud Platform You can opt in to share the log event data with Google Cloud Platform. If you turn on sharing, data is forwarded to Cloud Logging, where you can query and view your logs, and control how you route and store your logs https://support.google.com/a/answer/4580120?hl=en

Q22. You have configured your Google Workspace account on the scheduled release track to provide additional time to prepare for new product releases and determine how they will impact your users. There are some new features on the latest roadmap that your director needs you to test as soon as they become generally available without changing the release track for the entire organization.

What should you do?

* Create a new OU and tum on the rapid release track just for this OU.
* Create a new Google Group with test users and enable the rapid release track.
* Establish a separate Dev environment, and set it to rapid release.
* Ask Google for a demo account with beta access to the new features.

Tip for large organizations: Select the Scheduled Release track for your production account. Then set up Rapid Release on a test account to try new features before they’re available to your users. https://support.google.com/a/answer/172177

Q23. Your company uses a whitelisting approach to manage third-party apps and add-ons. The Senior VP of Sales

& Marketing has urgently requested access to a new Marketplace app that has not previously been vetted. The company’s Information Security policy empowers you, as a Google Workspace admin, to grant provisional access immediately if all of the following conditions are met:

Access to the app is restricted to specific individuals by request only.

The app does not have the ability to read or manage emails.

Immediate notice is given to the Infosec team, followed by the submission of a security risk analysis report within 14 days.

Which actions should you take first to ensure that you are compliant with Infosec policy?
* Move the Senior VP to a sub-OU before enabling Marketplace Settings > “Allow Users to Install Any App from Google Workspace Marketplace.”
* Confirm that the Senior VP’s OU has the following Gmail setting disabled before whitelisting the app: “Let users delegate access to their mailbox.”
* Add the Marketplace app, then review the authorized scopes in Security > Manage API client access.
* Search the Google Workspace support forum for feedback about the app to include in the risk analysis report.

https://support.google.com/a/answer/7281227?hl=en

Q24. After a recent transition to Google Workspace, helpdesk has received a high volume of password reset requests and cannot respond in a timely manner. Your manager has asked you to determine how to resolve these requests without relying on additional staff.

What should you do?
* Create a custom Apps Script to reset passwords.
* Use a third-party tool for password recovery.
* Enable non-admin password recovery.
* Create a Google form to submit reset requests.

Q25. Your client is a multinational company with a single email domain. The client has compliance requirements and policies that vary by country. You need to configure the environment so that each country has their own administrator and no administrator can manage another country.

What should you do?
* Establish a new Google Workspace tenant with their own admin for each region.
* Create an OU for each country. Create an admin role and assign an admin with that role per OU.
* Create Admin Alerts, and use athe Security Center to audit whether admins manage countries other than their own.
* Create a Team Drive per OU, and allow only country-specific administration of each folder.
https://support.google.com/a/answer/6129577?hl=en#:~:text=Create%20and%20assign%20the%20role&text=Click%20Assign%20r ole.,organizational%20unit%20and%20click%20Done.

Q26. You are a Workspace Administrator with a mix of Business Starter and Standard Licenses for your users. A Business Starter User in your domain mentions that they are running out of Drive Storage Quot a. Without deleting data from Drive, what two actions can you take to alleviate the quota concerns for this user? (Choose two.)

* Add other users as “Editors” on the Drive object, thus spreading the storage quota debt between all of them.
* Manually export and back up the data locally, and delete the affected files from Drive to alleviate the debt.
* Make another user the “Owner” of the Drive objects, thus transferring the storage quota debt to them.
* Perform an API query for large storage drive objects, and delete them, thus alleviating the quota debt.
* Move the affected items to a Shared Drive. Shared Drives transfer ownership of the drive item to the domain itself, which alleviates the quota debt from that user.

Q27. Your company recently migrated to Google Workspace and wants to deploy a commonly used third-party app to all of finance. Your OU structure in Google Workspace is broken down by department. You need to ensure that the correct users get this app.

What should you do?
* For the Finance OU, enable the third-party app in SAML apps.
* For the Finance OU, enable the third-party app in Marketplace Apps.
* At the root level, disable the third-party app. For the Finance OU, allow users to install any application from the Google Workspace Marketplace.
* At the root level, disable the third-party app. For the Finance OU, allow users to install only whitelisted apps from the Google Workspace Marketplace.

Q28. Your-company.com recently started using Google Workspace. The CIO is happy with the deployment, but received notifications that some employees have issues with consumer Google accounts (conflict accounts). You want to put a plan in place to address this concern.

What should you do?
* Use the conflict account remove tool to remove the accounts from Google Workspace.
* Rename the accounts to temp@your-company.com, and recreate the accounts.
* Ask users to request a new Google Workspace account from your local admin.
* Use the Transfer tool for unmanaged users to find the conflict accounts.
https://gsuiteupdates.googleblog.com/2017/02/resolve-conflicting-accounts-with-new.html#:~:text=Using%20the%20new%20Transfer%20tool,accounts%20to%20G%20Suite%20accounts. https://support.google.com/a/answer/6178640?hl=en

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