**OVERVIEW**

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<td><strong>Distribution of Marks</strong></td>
<td>As mentioned in the Qualification Pack</td>
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<td><strong>Pass Criteria</strong></td>
<td>70% in each NOS (on Moderated Score)</td>
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<tr>
<td><strong>Technology tools / Platforms Tested (Mandatory)</strong></td>
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<tr>
<td>i) R language</td>
<td>ii) Python</td>
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<td>i) Business Intelligence tools</td>
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<td><strong>Infrastructure Requirements</strong></td>
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SAMPLE QUESTIONS

SECTION 1/ NOS SSC/N2101 (Carry out rule-based statistical analysis)

1. **Type:** Skill; **PC Tested:** PC3; **Level:** Medium

Statement: A client gave you the data that has a high probability of getting changed over a period of time. Which of the following graph is the best to analyze the changes?

Options:
- A. Pie Graph
- B. Bar Graph
- C. Line Graph
- D. Flow Chart

Correct Answer: B. Bar Graph

2. **Type:** Theory; **PC Tested:** PC6; **Level:** Easy

Statement: Which of the following algorithm can be used while analyzing a report based on a probabilistic model?

Options:
- A. K-means algorithm
- B. K-medoid algorithm
- C. Naïve Bayes algorithm
- D. CLARANS (Clustering Large Applications based on Randomized Search)

Correct Answer: C. Naïve Bayes algorithm

3. **Type:** Skill; **PC Tested:** PC10; **Level:** Difficult

Statement: You are given a data set that contains many variables. Some of the variables are highly correlated and you know about it. Your manager has asked you to run PCA (Principal Component Analysis). Would you remove correlated variables first?

Options:
- A. Yes, in presence of correlated variables, the variance explained by a particular component gets inflated.
- B. No, first calculate the co-variance of the different variables in the data set
- C. No, use log transformation to minimize the correlation
- D. No, set the eigen value first
Correct Answer: A. Yes, in presence of correlated variables, the variance explained by a particular component gets inflated.

SECTION 2/ NOS SSC/N0703 (Create documents for knowledge sharing)

4. **Type:** Skill; **PC Tested:** PC01; **Level:** Easy

Statement: You have been given a task to create a report on accounting policies of your organization. Who among the following is a target audience for the given document?

Options:
A. Technical Executives  
B. Chief Executive Officer  
C. Accounting Executives  
D. All of the given options

Correct Answer: D. All of the given options

5. **Type:** Skill; **PC Tested:** PC05; **Level:** Difficult

Statement: A total of 100 households were asked if they used product X or Y. Each household uses at least one of the two products. 40% of the people use X and 60% of the people use Y. 20% of the entire population use both the products. How will you represent the data while creating the analysis report?

Options:
A. Venn Diagram  
B. Flow diagram  
C. State Diagram  
D. Activity Diagram

Correct Answer: A. Venn Diagram

6. **Type:** Theory; **PC Tested:** PC10; **Level:** Medium

Statement: Which of the following is not a part of KDD (Knowledge Discovery in Databases) process used for analyzing a huge amount of data?

Options:
A. Selection  
B. Pre-processing
Assessment Guidelines for Trainers / Trainees

C. Data fishing
D. Data Mining

Correct Answer: C. Data fishing

SECTION 3/ NOS SSC/N9001 (Manage your work to meet requirements)

7. **Type: Skill; PC Tested: PC01; Level: Medium**

Statement: As you begin your day’s work, which of the following should you take from the line manager regarding your work?

Options:

A. Names of the customers whose requests must be processed
B. Work schedule and requirements for the day
C. List of equipment to be used for that day
D. Timings of tea and lunch break

Correct Answer: B. Work schedule and requirements for the day

8. **Type: Skill; PC Tested: PC08; Level: Easy**

Statement: A customer asks a technical detail regarding Radmin, which you are not aware of. What will you do in such a situation?

Options:

A. Tell the customer it is not possible for you to disclose
B. Discuss the situation with your line manager
C. Ask a subject matter expert for the answer
D. Put the phone down

Correct Answer: C. Ask a subject matter expert for the answer

9. **Type: Theory; PC Tested: PC09; Level: Easy**

Statement: Which of the following is an example of a day end report to be submitted to the line manager?

Options:

A. Summary of cases handled, actions taken and statuses
B. Complete hour by hour accounting of your time in office
C. Complete list of calls that you attended  
D. Summary of the cases which were closed successfully  

**Correct Answer:** A. Summary of cases handled, actions taken and statuses

**SECTION 4/NOS SSC/N9002 (Work effectively with colleagues)**

10. **Type:** Theory; **PC Tested:** PC01; **Level:** Medium

**Statement:** Which of the following should you keep in mind when communicating with your colleagues?

**Options:**

A. Stating the issue clearly  
B. Giving concise information  
C. Providing accurate details  
D. All the given options

**Correct Answer:** D. All the given options

11. **Type:** Skill; **PC Tested:** PC06; **Level:** Medium

**Statement:** Due to a personal emergency, you need to suddenly leave office in the middle of an ongoing escalation of an issue. What should you do?

**Options:**

A. Inform that you will not be able to resolve the issue that day  
B. Leave the task for the next day  
C. Call your supervisor for any progress update  
D. Inform your supervisor and request him to hand over the issue to a colleague

**Correct Answer:** D. Inform your supervisor and request him to hand over the issue to a colleague

12. **Type:** Skill; **PC Tested:** PC08; **Level:** Easy

**Statement:** A newly joined colleague is facing difficulty in resolving problems of customers. What should you do in such a situation?

**Options:**

A. Offer to guide him/her with basic troubleshooting techniques  
B. Ask him/her to observe carefully when a senior colleague solves a tricky issue
C. Both A & B
D. None of the given options

Correct Answer: C. Both A & B

SECTION 5/NOS SSC/ N9003 (Maintain a healthy, safe and secure working environment)

13. **Type:** Skill; **PC Tested:** PC02; **Level:** Hard

Statement: You notice that a co-worker has been letting in visitors inside the office building without filling any visitor's information details. What should you do?

Options:

A. Do not do anything as there is no danger from personal visitors
B. Request the co-worker to fill the visitor's information detail
C. Inform the security in-charge about non-compliance of the company's security procedure
D. Inform the supervisor

Correct Answer: C. Inform the security in-charge about non-compliance of the company's security procedure

14. **Type:** Skill; **PC Tested:** PC04; **Level:** Medium

Statement: You notice that the stairs in the office building are not properly lit which could lead to accidents. What should you do?

Options:

A. Inform your supervisor
B. Ignore the issue as people use elevators and not stairs
C. Not do anything as this is not your responsibility
D. Inform the maintenance department and also warn your co-workers

Correct Answer: D. Inform the maintenance department and also warn your co-workers

15. **Type:** Theory; **PC Tested:** PC05; **Level:** Easy

Statement: What should you do if you see an intruder behaving suspiciously in the office?

Options:

A. Call the security in-charge and give him complete information
B. Physically confront the person
C. Block the person's access to an exit  
D. Raise an alarm and warn your co-workers  

Correct Answer: A. Call the security in-charge and give him complete information

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**SECTION 6/NOS SSC/ N9004 (Provide data/information in standard formats)**

16. **Type:** Theory; **PC Tested:** PC01; **Level:** Easy

**Statement:** Whom should you consult with, if you want to know the daily report submission timeline?

**Options:**

A. Supervisor  
B. Colleagues  
C. Any employee  
D. Any team member

Correct Answer: A. Supervisor

17. **Type:** Skill; **PC Tested:** PC05; **Level:** Easy

**Statement:** Which of the following categories require an in-depth analysis of data before it is shared with the client?

**Options:**

A. Data collection  
B. Data extraction  
C. Data privacy  
D. None of the given options

Correct Answer: B. Data extraction

18. **Type:** Theory; **PC Tested:** PC08; **Level:** Easy

**Statement:** Which of the following problems should you report to your manager?

**Options:**

A. Incorrect reporting of problem  
B. Incorrect detection of type of problem  
C. Incorrect solution of problem  
D. All the given options
19. **Type:** Skill; **PC Tested:** PC03; **Level:** Hard

Statement: Arrange the following steps that you will take to find out the competency development needs in relation to your role in the correct order.

- A. Assessment by Manager and Subject matter expert
- B. Self-Assessment through Competency Assessment Tool
- C. Internal Certifications

Options:

- A. A --> B --> C
- B. B -->A--> C
- C. B -->C-->A
- D. A --> C --> B

**Correct Answer:** B. B -->A--> C

20. **Type:** Theory; **PC Tested:** PC03; **Level:** Easy

Statement: While working on a project module with critical timelines, you feel stressed and are unable to work efficiently. Identify the knowledge and skills you should learn to handle such situations.

Options:

- A. Knowledge of the practical application of engineering science and technology related to your project
- B. Business Communication skills and Interpersonal skills
- C. Behavioral skills such as Time management, Stress management and Goal setting
- D. Leadership skills

**Correct Answer:** C. Behavioral skills such as Time management, Stress management and Goal setting

21. **Type:** Theory; **PC Tested:** PC05; **Level:** Difficult

Statement: You have been asked to list down your core training strengths. You create the following list:

1. Personal Effectiveness
2. Leadership and Management
3. Communication Skills
4. Selling Skills
5. Culture Building

Out of these, which of the following should be listed as Learning and Development activities?

Options:

A. 1, 2, 3 and 4
B. 1, 2, 4 and 5
C. 2, 3, 4 and 5
D. 1, 2, 3, 4 and 5

Correct Answer: D. 1, 2, 3, 4 and 5