CHAPTER 1

1. Service packs are typically installed before a backup is performed.
    1. True
    2. <mark>False</mark>
2. You are the network administrator for a large company. You are concerned that sensitive data may be intercepted and read when traveling across the network. Which protocol should you use to secure IP communications?
    1. HTTPS
    2. SFTP
    3. <mark>IPSec</mark>
    4. SDNS
3. Which of the following best describe data? (Select two.)
    1. Applicable information
    2. <mark>Facts and figures</mark>
    3. <mark>Collection of recordings</mark>
    4. Processed information
4. You are the network administrator for a large company. Several clients need to access a secure area of your site. Which protocol might you use?
    1. <mark>HTTPS</mark>
    2. SFTP
    3. IPSec
    4. SDNS
5. You have just installed a new operating system on your company server. What should you do first?
    1. Apply a patch.
    2. Apply the latest service pack.
    3. <mark>Visit the manufacturer's Web site.</mark>
    4. Take a baseline.
6. You are the network administrator for a large company. You know that sensitive data may be intercepted and read when traveling across the network. Which IPSec protocol should you use to encrypt IP communications?
    1. AH
    2. SFTP
    3. <mark>ESP</mark>
    4. HTTP

7. TCP/IP is inherently secure within the local network but not on the Internet.
    1. True
    2. <mark>False</mark>
8. You have just installed a software patch without reviewing its intended purpose or understanding its potential effect. This is an example of ____.

    <mark>Blind patching</mark>

9. ____ is the distribution of specific applications and services from dedicated Internet-based virtual servers.

    <mark>Cloud computing</mark>

10.   You have just installed a client/server network. Which is *not* an advantage of the client/server model?
    1. Scalability
    2. <mark>Eliminates a single point of failure</mark>
    3. Centralized management
    4. Centralized storage
11.   The World Wide Web is technically the same as the Internet.
    1. True
    2. <mark>False</mark>

CHAPTER 2

1. DoS attacks stop access to authorized users of a Web site.
    1. <mark>True</mark>
    2. False
2. Which of the following are included in CLM? (Select three.)
    1. <mark>Acquisition</mark>
    2. <mark>Retention</mark>
    3. Suspension
    4. <mark>Conversion</mark>
3. Which of the following are required to establish a VPN connection? (Select three.)
    1. <mark>VPN client</mark>
    2. <mark>VPN server</mark>

3. SSL
4. <mark>Transmission media</mark>
4. You are designing a customer service strategy for a large company. They have requested full two-way communication between service staff and the customer. Which of the following methods would you suggest? (Select two.)
   1. <mark>E-mail support</mark>
   2. FAQ
   3. Customer feedback forms
   4. <mark>VoIP</mark>
5. You are placing keywords into the HTML code of a Web page. Which of the following tags should you use? (Select two.)
   1. <Keyword>
   2. <mark><Description></mark>
   3. <mark><TITLE></mark>
   4. <HEAD>
6. You are trying several different online marketing strategies and decide to share your bookmarks online to promote your site. Which type of marketing strategy are you employing?
   1. Social blogging
   2. Social book keeping
   3. <mark>Social bookmarking</mark>
   4. Social tracking
7. The single most important thing an organization can do to defend itself against network attacks and malware is to keep systems patched and updated.
   1. <mark>True</mark>
   2. False
8. A "Contact us" form is an example of_____. <mark>Limited two-way communication</mark>
9. You have to connect three remote employees to the corporate network. Which of the following technologies would you use?
   1. SSL
   2. <mark>VPN</mark>
   3. One-way communication
   4. Remote acquisition
10. E-commerce security has three main concepts: confidentiality, integrity, and availability.
    1. True

2. False

CHAPTER 3

1. Session Initiation Protocol establishes communication sessions in an IP network.
   1. True
   2. False
2. Which of the following technologies provides centralized storage of voice, fax, and e-mail communications?
   1. Unified messaging
   2. CMS
   3. E-mail central storage (ECS)
   4. PUA
3. You are designing a customer service strategy for a large company. The CEO has asked you to apply full, two-way communications between service staff and customers. Which of the following methods would you suggest? (Select two.)
   1. E-mail
   2. Fax
   3. Social networking
   4. VoIP
4. You have been asked to write a memo to management explaining how a VoIP system would benefit the organization. Which of the following are advantages of VoIP? (Select two.)
   1. Lower call costs
   2. Improved collaboration
   3. Greater voice control
   4. Reduced voice static
5. Unified communication refers to both real-time and non-real time delivery of communications.
   1. True
   2. False
6. Which of the following transport protocols does SIP use? (Select two.)
   1. TCP
   2. RDP

3. UDP
4. STP
7. _Social networking___ refers to online communities where people connect and communicate with others on the Web.
8. Blogging is part of a strong SEO strategy.
    1. True
    2. False
9. _Unified messaging___ is the integration of fax, voice, pager messages, e-mail, and more into a single interface for message submission, transportation, and retrieval.
10.   You work for a company that is considering using IM for employees to chat with customers. Which of the following are valid concerns for IM in the workplace? (Select three.)
    1. Transmission of sensitive data
    2. Lag time
    3. Tracking employee messages
    4. Personal chatting from work

CHAPTER 4

1. Retrieving data from old hard disks is a form of social networking.
    1. True
    2. False
2. Which of the following are advantages of e-mail? (Select two.)
    1. Filtering
    2. Archiving
    3. Real-time communications
    4. Protection from social engineering attacks
3. Several people in your company have received e-mails suggesting that their PayPal accounts have been changed, and they need to follow a link to reset their accounts. This is an example of which of the following?
    1. Phishing
    2. Social networking
    3. E-mail filtering
    4. E-mail viral transmission
4. While standing behind an employee, an intruder was able to see and obtain her password. What has occurred in this situation?

1. Social engineering
2. Eye pathing
3. <mark>Shoulder surfing</mark>
4. Impersonation
5. After a devastating flood, you receive an e-mail asking for donations. What type of attack might this be?
   1. Social networking
   2. <mark>Social engineering</mark>
   3. Phishing
   4. Intimidation
6. _<mark>Eye tracking or eye pathing</mark>___ helps determine the areas visitors commonly see first on a Web site.
7. You can enhance SEO marketing by using a forum on your Web site.
   1. <mark>True</mark>
   2. False
8. __<mark>Chunking</mark>___ refers to the style of writing presented in small paragraphs rather than in long columns of text.
9. A __<mark>Phising</mark>___ scam typically involves an impostor who pretends to be a legitimate entity and tries to coax customers into divulging private financial information.
10. Which of the following are advantages companies get from using forums? (Select two.)
    1. Prevent online scams
    2. <mark>Encourage repeat visitors</mark>
    3. <mark>Provide support from fellow users' experience and expertise</mark>
    4. Help to identify hackers
11. The fold is the area a visitor first sees when visiting a Web site.
    1. <mark>True</mark>
    2. False