

CHAPTER 1 AND 2 FOR UNIT 1

CHAPTER 3 UNIT-2

CHAPTER 4 UNIT-3

CHAPTER 5 UNIT-4

CHAPTER 6 UNIT-5

CHAPTER 8 & 9 UNIT-6

CHAPTER 7 NHI PADHNA HAI JISKE PAS JYADA TIME HOGA VO PADH LEGA USKE LIYE CHAPTER 7
SABSE NICHE LIKH DE RAHA HU!!! (100000)

CHAPTER -1

1. The term-----describes the standards or codes of behavior expected of an individual by a group to which the individual belongs.

- a. morals
- b. ethics
- c. virtues
- d. integrity

2.-----is/are one's personal beliefs about what is right and wrong.

- a. Virtues and vices
- b. Ethics
- c. Morals
- d. Code of ethics

3. Laws provide a complete guide to ethical behavior. True or False?

4. The moral corruption of people in power has been given the name-----

5. According to the Ethics Resource Center, which of the following is the most commonly observed form of employee misconduct?

- a. Lying to employees
- b. Abusive behavior
- c. Inappropriate social networking
- d. Misuse of company time

6. Nonmanagers are responsible for what percent of instances of reported misconduct?

- a. Roughly 25 percent
- b. Over 50 percent
- c. About 40 percent
- d. Less than 33 percent

7. The goodwill that CSR activities generate can make it easier for corporations to conduct their business but is unlikely to affect the profitability of the firm. True or False?

8. If an employee acts in a manner contrary to corporate policy and their employee's directions, the employer cannot be held responsible for these actions. True or False?

9. Approximately how many U.S. workers have reported worker or manager misconduct and then suffered some sort of retribution from their supervisor or negative reactions from their coworkers?

- a. Less than 5.5 million
- b. Over 10 million
- c. Some 6.2 million
- d. About 8.7 million

10. A statement that highlights an organization's key ethical issues and identifies the over-arching values and principles that are important to the organization and its decision making.

- a. Integrity statement
- b. Code of ethics
- c. Mission statement
- d. Vision statement

11. Which of the following is not a key goal of employee ethics training?

- a. Increase the percentage of employees who report incidents of misconduct.
- b. Make employees more aware of the company's code of ethics and how to apply it.
- c. Become familiar with various philosophers and how they dealt with ethical issues.
- d. Reduce the company's liability in the event of legal action.

12. Identifying the stakeholders and their positions on an issue is a part of which decision-making step?

- a. Define the problem
- b. Review the applicable guidelines, policies, and laws
- c. Identify and evaluate options
- d. Choose the best option

13. If you find yourself rationalizing a decision with the statement "Well, our competitors are doing something far worse"—what action should you not take?

- a. Drop this option, and implement the same policy as your competitors.
- b. Reconsider your options.
- c. Realize you are about to make a decision that you will find difficult to justify to others.
- d. Seek input and advice from others.

14. Important decisions with strong ethical implications are too often left to the technical experts; general business managers must assume greater responsibility for these decisions. True or False?

1. c.; 2. c.; 3. False; 4. Bathsheba syndrome; 5. d.; 6. c.; 7. False; 8. False; 9. c.; 10. b.; 11. c.; 12. a.; 13. a.; 14. True

1. An IT worker cannot be sued for professional malpractice unless he or she is licensed. True or False.

2. The mission of the Software & Information Industry Association and the Business Software Alliance is to-----.

- a. protect the trade secrets of world's largest software and hardware manufacturers
- b. encourage disgruntled employees to report misdeeds by their employers
- c. stop the unauthorized copying of software produced by its members
- d. provide recommendations on how to develop software code that is unhackable

- 3.-----is an effort by an employee to attract attention to a negligent, illegal, unethical, abusive, or dangerous act by a company that threatens the public interest.
- 4.-----occurs when a party fails to perform certain express or implied obligations, which impairs or destroys the very essence of a contract.
- a. Fraud
 - b. Material breach of contract
 - c. Breach of contract
 - d. Misrepresentation
5. Under the Foreign Corrupt Practices Act (FCPA), it is permissible to pay an official to perform some official function faster (for example, to speed customs clearance). True or False.
6. A(An)-----states the principles and core values that are essential to the work of a particular occupational group.
7. Unlike certification, which applies only to people and is required by law, licensing can also apply to products. True or False.
8. To become licensed as a software engineer in the United States, one must pass the Fundamental of Engineering exam and a software engineering-----exam.
9. The core-----for any profession outlines agreed-upon sets of skills and abilities that all licensed professionals must possess.
10. Professionals who breach the duty of care are liable for injuries that their negligence causes. This liability is commonly referred to as-----.
- a. negligence
 - b. professional malpractice
 - c. breach of contract
 - d. breach of contract
11. Senior management (including members of the audit committee) must always follow the recommendations of the internal audit committee. True or False.
- 12.-----is the process established by an organization's board of directors, managers, and IT systems people to provide reasonable assurance for the effectiveness and efficiency of operations, the reliability of financial reporting, and compliance with applicable laws and regulations.
13. The software piracy rates in Albania, Kazakhstan, Libya, Panama, and Zimbabwe-----.
- a. exceed 90 percent
 - b. are nearly 100 percent
 - c. exceed 70 percent
 - d. are about 50 percent
14. Which of the following is not one of the five key elements of an acceptable use policy (AUP)?
- a. Purpose of the AUP, why it is needed and what are its goals
 - b. Background and make-up of the infosec organization that enforces the AUP

- c. Definition of the actions that will be taken against an individual who violates the policy
- d. Scope of who and what is covered under the AUP

15. A-----is hardware or software (or a combination of both) that serves as the first line of defense between an organization's network and the Internet; it also limits access to the company's network based on the organization's Internet-usage policy.

1. True; 2. c; 3. Whistle-blowing; 4. b; 5. True; 6. professional code of ethics or code of ethics; 7. False; 8. Principles and Practices; 9. body of knowledge; 10. b; 11. True; 12. Internal control; 13. c; 14. b; 15. firewall

1. The number of global companies that have an overall security strategy is-----.

- a. less than one-third
- b. more than two-thirds
- c. about 58 percent
- d. nearly 75 percent

2. The worldwide financial services industry spent over \$27 billion on IT security and fraud prevention in 2015. True or False?

3. A(n)-----is an attack on an information system that takes advantage of a particular system vulnerability.

- a. virus
- b. worm
- c. Trojan horse
- d. exploit

4. A(n)-----exploit is an attack that takes place before the security community and/or software developers become aware of and fix a security vulnerability.

5. A(n)-----is an individual who hacks computers or websites in an attempt to promote a political ideology.

- a. black hat hacker
- b. cracker
- c. malicious insider
- d. hacktivist

6.A(n)-----is a sophisticated threat that combines the features of a virus, worm, Trojan horse, and other malicious code into a single payload.

7.A(n)-----is an attack in which a malicious hacker takes over computers via the Internet and causes them to flood a target site with demands for data and other small tasks.

- a. rootkit
- b. zombie
- c. botnet
- d. distributed denial-of-service

8. -----is an exploit in which victims receive a voice-mail message telling them to call a phone number or access a website.

9. -----involves the deployment of malware that secretly steals data in the computer systems of organizations that can be used to gain an unfair competitive advantage

for the perpetrator.

- a. Cyberterrorism
- b. Data breach
- c. Cyberespionage
- d. Smishing

10. The computer security triad consists of-----.

- a. security, confidentiality, and intelligence
- b. confidence, safety, and integrity
- c. confidence, safety, and intelligence
- d. integrity, confidentiality, and availability

11. -----is the process of assessing security-related risks to an organization's computers and networks from both internal and external threats.

12. The business recovery plan is the documented process to recover an organization's business information system assets including hardware, software, data, networks, and facilities in the event of a disaster. True or False?

13. Which of the following is not a multifactor authentication method?

- a. Entering a user name and a strong end-user password at least 10 characters long including capital letters, numbers, and special characters
- b. Plugging a hardware token into a USB port of the computer and entering an end-user password
- c. Entering a password and providing a voice pattern sample
- d. Providing a fingerprint recognition and entering a password

14. A(n)-----is a hardware- or software-based network security system that is able to detect and block sophisticated attacks by filtering network traffic depend on the contents of data packets.

- a. firewall
- b. router
- c. antivirus software
- d. next-generation firewall

15. -----is the process of scrambling messages or data in such a way that only authorized parties can read it.

16. A virtual private network (VPN) enables remote users to securely access an organization's collection of computing and storage devices and share data remotely transmitting and receiving data over public networks such as the Internet. True or False?

17. Antivirus software scans for a specific sequence of bytes known as a(n)----- that indicates the presence of a specific virus.

18. In the event of a successful cyberattack, the best way to give out specific information is through use of online discussion groups, email, and other systems connected to the compromised system. True or False?

19. A(n)-----is a company that monitors, manages, and maintains computer and network security for other organizations.

20.----- is a discipline that combines elements of law and computer science to identify, collect, examine, and preserve data from computer system, networks, and storage devices in a manner that preserves the integrity of data gathered so that it is admissible as evidence in a court of law.

1. c; 2. True; 3. d; 4. zero-day; 5. d; 6. blended threat; 7. d; 8. Vishing; 9. c; 10. d; 11. Risk assessment; 12. False; 13. a; 14. d; 15. Encryption; 16. True; 17. virus signature; 18. False; 19. managed security service provider (MSSP); 20. Computer forensics

1. The Supreme Court has stated that American citizens are protected by the Fourth Amendment with no exception. True or False?

2.-----is a system employed to collect Internet data including search histories, photos sent and received; the contents of email, file transfers, and voice and video chats; and other Internet communication data.

- a. MYSTIC
- b. Stingray
- c. PRISM
- d. ALPR

3. Although a number of independent laws and acts have been implemented over time, no single, overarching data privacy policy has been developed in the United States. However, there is an established advisory agency that recommends acceptable privacy practices to U.S. businesses. True or False?

4. This act allows consumers to request and obtain a free credit report once each year from each of the three primary consumer credit reporting companies.

- a. Fair Credit Reporting Act
- b. Right to Financial Privacy Act
- c. Gramm-Leach-Bliley Act
- d. Fair and Accurate Credit Transactions Act

5. Under (the)-----, the presumption is that a student's records are private and not available to the public without the consent of the student.

- a. HIPAA
- b. American Recovery and Reinvestment Act
- c. Family Educational Rights and Privacy Act
- d. Children's Online Privacy Protection Act

6.-----describes procedures for the electronic surveillance and collection of foreign intelligence between foreign powers and agents of foreign powers. It also created a special court which meets in secret to hear applications for orders approving electronic surveillance anywhere within the United States.

- a. The Foreign Intelligence Surveillance Act
- b. The USA PATRIOT Act
- c. The USA Freedom Act
- d. Executive Order 12333

7. (The)-----approves the use of any intelligence collection techniques that are in accordance with procedures established by the head of the intelligence community and

approved by the attorney general.

- a. Foreign Intelligence Surveillance Act
- b. USA PATRIOT Act
- c. USA Freedom Act
- d. Executive Order 12333

8. The number of U.S. government intelligence-gathering units identified in Executive Order 12333 exceeds 18. True or False?

9. The-----is designed to strengthen the data protection for individuals within the EU and includes stiff penalties for privacy violations.

- a. Organization for Economic Co-operation and Development for the Protection of Privacy and Transborder Flows of Personal Data
- b. European Union Data Protective Directive
- c. European–United States Privacy Shield Data Transfer Program Guidelines
- d. General Data Protection Regulation

10. Federal agencies receiving a-----request must acknowledge that the request has been received and indicate when the request will be fulfilled, with an initial response within 20 working days unless an unusual circumstance occurs.

11. Many companies obtain information about web surfers through the use of-----, which are text files that can be downloaded to the hard drives of users so that the website is able to identify visitors on subsequent visits.

12. Publicly traded organizations have an obligation to report all data breaches to the Securities and Exchange Commission. True or False?

13. Often organizations who are engaged in litigation will send a-----notice to its employees or to the opposing party to save relevant data and to suspend data that might be due to be destroyed based on normal data-retention rules.

14.-----is a process that couples human guidance with computer-driven concept searching in order to train document review software to recognize relevant documents with a document universe

15. A recent study revealed that between-----nothing to do with work. percent of workers' time online has

- a. 20 and 40
- b. 30 and 50
- c. 50 and 70
- d. 60 and 80

16. The Fourth Amendment cannot be used to limit how a private employer treats its employees, and private-sector employees must seek legal protection against an invasive employer under various state statutes. True or False?

17. China has more surveillance cameras per person than Great Britain. True or False?

18. Beginning with the model year 2011 vehicles, the National Highway Safety Administration defined a minimum set of 15 data elements that must be captured for manufacturers who voluntarily install Electronic Data Recorders on their vehicles. True or False?

1. False; 2. c; 3. False; 4. d; 5. c; 6. a; 7. d; 8. True; 9. d; 10. Freedom of Information Request; 11. cookies; 12. False; 13. litigation hold; 14. Predictive coding; 15. d; 16. True; 17. False; 18. True

chapter-5

1. The protects Americans' rights to freedom of religion, freedom of expression, and freedom to peaceably assemble.
2. The Supreme Court has held that obscene speech and defamation may be forbidden by the government. True or False?
3. An important Supreme Court case that established a three-part test to determine if material is obscene and therefore not protected speech was .
4. Making either an oral or a written statement of alleged fact that is false and harms another person is .
5. Section 230 of the provides immunity to an Internet service provider that publishes user-generated content, as long as its actions do not rise to the level of a content provider.
6. Which of the following laws required federally financed schools and libraries to use some form of technological protection to block computer access to obscene material, pornography, and anything else considered harmful to minors?
 - a. Telecommunications Act
 - b. Children's Internet Protection Act
 - c. Child Online Protection Act
 - d. Communications Decency Act
7. The country with perhaps the most rigorous Internet censorship in the world is .
 - a. Brazil
 - b. China
 - c. Cuba
 - d. United States
8. An anti-SLAPP law is used by government officials against citizens who oppose them on matters of public concern. True or False?
9. involves doing research on the Internet to obtain someone's private personal information (such as home address, email address, phone numbers, and place of employment) and even private electronic documents (such as photographs), and then posting that information online without permission.
10. An aggrieved party can file a lawsuit against a defendant whose identity is temporarily unknown because he or she is communicating anonymously or using a pseudonym.
11. The California State Court in Pre-Paid v. Sturtz et al. set a legal precedent that courts apply when deciding .
 - a. whether material is obscene
 - b. if a library must install filters on its computers
 - c. whether speech is merely annoying or hate speech
 - d. whether or not to approve subpoenas requesting the identity of anonymous web posters

12. Persistent or malicious harassment aimed at an ethnic, racial, or religious group can be prosecuted as hate speech. True or False?

13. The Act specifies requirements that commercial emailers must follow when sending out messages that advertise or promote a commercial product or service

1. First Amendment; 2. True; 3. Miller v. California; 4. defamation; 5. Communications Decency Act; 6. b; 7. b; 8. False; 9. Doxing; 10. John Doe; 11. d; 12. False; 13. CAN-SPAM

unit-5 chapter-6

1. Which of the following is not an example of intellectual property?

- a. A work of art
- b. An improvisational speech
- c. A trade secret of an organization
- d. A computer program

2. Patent law protects inventions, and law protects authored works.

3. Software can be protected under patent law, but it can also be copyright protected. True or False?

4. The courts may award up to triple damages for which of the following?

- a. Theft of trade secrets
- b. Copyright infringement
- c. Trademark infringement
- d. Patent infringement

5. Two software manufacturers develop separate but nearly identical programs for playing an online game. Even though the second manufacturer can establish that it developed the program on its own, without knowledge of the existing program, that manufacturer could be found guilty of patent infringement. True or False?

6. Title II of the amends the Copyright Act by adding a new section that enables a website operator that allows users to post content on its website to avoid copyright infringement if certain “safe harbor” provisions are followed.

7. A(n) is a logo, package design, phrase, sound, or word that enables a consumer to differentiate one company’s products from another’s.

8. Many large software companies have agreements with each other in which each agrees not to sue the other over patent infringement.

9. The doctrine established four factors for courts to consider when deciding whether a particular use of copyrighted property is fair and can be allowed without penalty.

10. A is a form of protection for intellectual property that does not require any disclosures or the filing of an application.

- a. copyright
- b. patent

- c. trade secret
- d. trademark

11. The Defend Trade Secrets Act amended the EEA to create a federal civil remedy for

- a. copyright infringement
- b. patent infringement
- c. trade secret misappropriation
- d. trademark infringement

12. Musicians, journalists, and even software developers have been accused of plagiarism. True or False?

13. The process of taking something apart in order to understand it, build a copy of it, or improve it is called .

14. As part of the patent application, the USPTO searches the existing body of knowledge that is available to a person of ordinary skill in the art. This existing body of knowledge is also called .

15. refers to any program whose source code is made available for use or modification, as users or other developers see fit.

16. The main tactic used to circumvent is to register numerous domain name variations as soon as an organization thinks it might want to develop a web presence.

1. b; 2. copyright; 3. True; 4. d; 5. True; 6. Digital Millennium Copyright Act (DMCA); 7. trademark; 8. cross-licensing; 9. fair use; 10. c; 11. c; 12. True; 13. reverse engineering; 14. prior art; 15. Open source code; 16. Cybersquatting

chapter-8

1. U.S. nonfarm labor productivity from 1948 to 2016 has averaged about per year.

- a. 1.1 percent
- b. 2.3 percent
- c. 3.0 percent
- d. 3.3 percent

2. is the amount of output produced per unit of input.

3. The average annual growth rate of nonfarm labor productivity has never exceeded 3 percent. True or False?

4. A study of 527 large U.S. firms from 1987 to 1994 found that the benefits of applying IT grow over time and that an IT investment can take .

- a. one to three years to break even
- b. three to five years for its users to become efficient in its use
- c. five to seven years to result in a substantial increase in productivity
- d. over seven years to fully recover the initial investment costs

5. Almost every job has partial automation potential, and research suggests that

of human work activities could be automated using existing technology.

- a. about 25 percent
- b. almost one-third
- c. 45 percent
- d. well over half

6. The types of work activities least likely to be automated are activities related to .

- a. data collection
- b. interactions with stakeholders
- c. data processing
- d. physical tasks performed in a structured and predictable environment

7. involves computer programs that can learn some task and improve their performance on that task with experience.

8. The rate at which activities become automated and workers are affected will vary across different activities, occupations, and wage and skill levels. True or False?

9. Which of the following is not one of the three main components of a machine learning system ?

- a. a model
- b. parameters
- c. the learner
- d. explanation facility

10. Which of the following statements about healthcare spending is not true?

- a. Lifestyle changes have had a dramatic impact on increasing healthcare costs.
- b. Much of the growth in healthcare costs is due to the continued aging of the population in the United States.
- c. The development and use of new medical technology in the United States has clearly led to a reduction in healthcare costs.
- d. U.S. spending on health care is expected to increase on an average of 5.6 percent per year from 2016 until 2025.

11. Which of the following statements about electronic healthcare records is true?

- a. EHRs contain the health-related information of an individual from a single healthcare organization.
- b. The data in an EHR system from one EHR can always be easily shared electronically with a physician who uses an EHR system from another software vendor.
- c. A health information exchange can be helpful in sharing patient-level electronic information between different organizations.
- d. The data in an EHR is not intended to be shared with others outside the organization that collects the patient's data.

12. Clinical is a process and a set of tool designed to enhance healthcarerelated decision making based on the use of clinical knowledge and patient-specific information to improve healthcare delivery.

13. A CPOE system enables physicians to place orders (for drugs, laboratory tests, radiology, physical therapy) electronically, with the orders transmitted directly to the recipient. True or False?

14. is the component of telehealth that provides medical care to people at a location different from the healthcare providers.

1. b; 2. Labor productivity; 3. False; 4. c; 5. c; 6. b; 7. machine learning; 8. True; 9. d; 10. c; 11. c; 12. decision support; 13. True; 14. Telemedicine

chapter-9

1. The number of Internet users worldwide .

- a. exceeds half the population of the world
- b. is approaching 4 billion
- c. is between 2 and 3 billion
- d. is under 3 billion

2. The most popular social platform based on unique monthly visitors is .

- a. YouTube
- b. Twitter
- c. Facebook
- d. Instagram

3. Millennials (born 1981 to 1997) spend the most time on social media. True or False?

4. The two primary objectives of social media marketers are .

- a. developing loyal fans and increasing product sales
- b. providing market insight and generating leads
- c. generating leads and increasing product sales
- d. increasing product sales and raising brand awareness

5. employs tools provided by or tailored for a social network platform to build a social community and interact with it.

- a. Paid media marketing
- b. Organic media marketing
- c. Earned media
- d. Unearned media

6. is a measure of the number of times an ad is displayed, whether it was actually clicked on or not.

7. of employers used social media to research job candidates in 2016.

- a. Around half
- b. About one-fourth
- c. A little more than half
- d. Nearly three-quarters

8. Employers can legally reject a job applicant based on the content of the individual's social media activity only if the company is not violating federal or state discrimination laws. True or False?

9. Cyberharassment encompasses both cyberabuse and cyberstalking. True or False?

10. What percent of U.S. Internet users have personally experienced cyberabuse?

- a. About 25 percent

- b. Nearly one-third
- c. Just under 50 percent
- d. Over 60 percent

11. involves a long-term pattern of unwanted persistent pursuit and intrusive behavior (involving the use of an electronic communications device) that is directed by one person against another that causes fear and distress in the victim.

12. State laws that prohibit the use of social networks by registered sex offenders are effective in fighting sexual predators. True or False?

13. Which of the following measures is employed by social networking platforms to avoid the posting of objectionable material?

- a. The terms of user agreement for most social networking platforms states that the site reserves the right to delete material or terminate user accounts that violate the site's policies.
- b. Social media companies employ people to review material submitted.
- c. Other users sometimes report objectionable material.
- d. All of the above

14. The First Amendment of the U.S. Constitution protects the right to freedom of expression from private employer interference; however, it does not prohibit free speech interference by the government. True or False?

1. b; 2. c; 3. False; 4. d; 5. b; 6. Impressions; 7. c; 8. True; 9. False; 10. c; 11. Cyberstalking; 12. False; 13. d; 14. False

chapter-10

1. A hires the employees of its clients and then assumes responsibility for all human resource functions. If this arrangement is terminated, the workers continue to be employed by the client company.

- a. temporary staffing firm
- b. professional employer organization (PEO)
- c. employee leasing firm
- d. temporary employment agency

2. is one in which two employers have legal rights and duties with respect to the same employee or group of employees.

3. Which of the following is not an advantage for organizations that employ contingent workers?

- a. The company can release contingent workers when they are no longer needed.
- b. Training costs are kept to a minimum.
- c. Contingent workers provide a way to meet fluctuating staffing needs.
- d. The contingent worker's experience may be useful to the next firm that hires him or her.

4. Which of the following statements indicate that the worker is not an independent contractor?

- a. No federal income tax, Social Security tax, or Medicare taxes are withheld from his paycheck.
- b. The worker is protected by workplace safety and employment antidiscrimination laws.
- c. He is not eligible for unemployment compensation benefits.
- d. The worker sets his own work hours.

5. The National Labor Relations Act, Civil Rights Act, Air Labor Standards, and Employee Retirement Income Security Act each all have a uniform, consistent definition of employee and the same way of distinguishing between employees and independent contractors. True or False?

6. The top country of birth for H-1B workers in the United States in 2015 was

- a. Canada
- b. Mexico
- c. China
- d. India

7. Which group of foreign workers is not exempt from the annual cap on the number of H-1B visas granted?

- a. Scientists hired to teach at U.S. universities.
- b. Those hired to work in government research labs.
- c. Those hired to work in nonprofit organizations.
- d. Programmers and engineers hired to work at private technology companies.

8. Which of the following statements is not true?

- a. All companies that employ H-1B workers are required to offer a wage not less than 95 percent of the average salary for the occupation.
- b. Congress sets an annual cap on the number of H-1B visas to be granted—although the number of visas issued often varies greatly from this cap due to various exceptions.
- c. Companies cannot use an H-1B worker classified as an entry-level IT employee to fill the position of a higher paid experienced worker.
- d. Companies with 15 percent or more of their workers on H-1B visas can use those workers to replace U.S. workers if those workers are paid at least \$60,000 per year.

9. It appears that the current supply of U.S. computer and information science graduates exceeds the long-term BLS forecast of new job openings. True or False?

10. Coemployment legal problems with offshore outsourcing are minimal because .

- a. the primary rational for outsourcing is to lower costs
- b. the company that contracts for the services does not generally supervise or control the contractor's employees
- c. the services are provided by an organization whose employees are in a foreign country
- d. the IT professionals involved can do their work anywhere—on a company's premises or thousands of miles away

11. Which of the following statements about the offshore outsourcing of a major IT project is not true?

- a. It advances the development of permanent IT workers in the United States.
- b. There are likely additional costs associated with selection of a vendor, communications, and travel.
- c. Managers must make trade-offs between using offshore outsourcing firms and devoting time and money to retain and develop their own staff.
- d. Cultural and language differences can cause misunderstandings.

12. Which of the following statements about whistle-blowing is true?

- a. Violators of the False Claim Act are liable for four times the dollar amount that the government is defrauded.
- b. From the moment an employee becomes known as a whistle-blower, a public battle may

ensue, with negative publicity attacks on the individual's personal integrity.

c. Whistle-blowing is an effective approach to take in dealing with all work-related matters, from the serious to mundane.

d. A whistle-blower must be an employee of the company that is the source of the problem.

13. No comprehensive federal law protects all whistle-blowers from retaliatory acts. True or False?

14. Electronic devices consist of many different materials, including some that are known to be harmful to humans and the environment. Which of the following groups of people are at risk of unhealthy exposure to these raw materials?

a. Electronic manufacturing employees and suppliers at all steps along the supply chain.

b. Users of these products when they are poorly designed or improperly manufactured.

c. Residents near recycling plants.

d. All of the above.

15. Which of the following statements about the European Union's Restriction of Hazardous Substances Directive is not true?

a. It requires manufacturers to use at least 65 percent reusable or recyclable components.

b. It requires manufacturers to implement a plan to manage products at the end of their life cycle in an environmentally safe manner.

c. It enables purchasers to evaluate, compare, and select electronic products based on a total of 51 environmental criteria.

d. It requires manufacturers to reduce or eliminate toxic material in their packaging.

1. b; 2. coemployment relationship; 3. d; 4. b; 5. False; 6. d; 7. d; 8. c; 9. True; 10. b; 11.a; 12. b; 13. True; 14. d; 15. C

CHAPTER 9

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a. Paid media marketing

- b. Organic media marketing
- c. Earned media
- d. Unearned media

6. is a measure of the number of times an ad is displayed, whether it was actually clicked on or not.

7. of employers used social media to research job candidates in 2016.
- a. Around half
 - b. About one-fourth
 - c. A little more than half
 - d. Nearly three-quarters

8. Employers can legally reject a job applicant based on the content of the individual's social media activity only if the company is not violating federal or state discrimination laws. True or False?

9. Cyberharassment encompasses both cyberabuse and cyberstalking. True or False?

10. What percent of U.S. Internet users have personally experienced cyberabuse?
- a. About 25 percent
 - b. Nearly one-third
 - c. Just under 50 percent
 - d. Over 60 percent

11. involves a long-term pattern of unwanted persistent pursuit and intrusive behavior (involving the use of an electronic communications device) that is directed by one person against another that causes fear and distress in the victim.

12. State laws that prohibit the use of social networks by registered sex offenders are effective in fighting sexual predators. True or False?

13. Which of the following measures is employed by social networking platforms to avoid the posting of objectionable material?
- a. The terms of user agreement for most social networking platforms states that the site reserves the right to delete material or terminate user accounts that violate the site's policies.
 - b. Social media companies employ people to review material submitted.
 - c. Other users sometimes report objectionable material.
 - d. All of the above

14. The First Amendment of the U.S. Constitution protects the right to freedom of expression from private employer interference; however, it does not prohibit free speech interference by the government. True or False?

1. b; 2. c; 3. False; 4. d; 5. b; 6. Impressions; 7. c; 8. True; 9. False; 10. c; 11. Cyberstalking; 12. False; 13. d; 14. False

chapter-7

1. Which one of the following statements is not true about high-quality software systems?
- a. They are easy to learn and easy to use.
 - b. The need for such systems is a fairly recent occurrence.

- c. They operate quickly and efficiently.
- d. They keep system downtime to a minimum.

2. A software _____ is any error that, if not removed, could cause a software system to fail.

3. Which one of the following is not a major cause of poor software quality?

- a. Many developers do not know how to design quality into software or do not take the time to do so.
- b. Many software developers are incompetent or lazy.
- c. Software developers are under extreme pressure to reduce the time to market of their products.
- d. Programmers make mistakes in defining system requirements.

4. _____ focuses on defining, measuring, and refining the quality of the development process and the products developed during its various stages.

5. _____ means that the defendant is held responsible for injuring another person, regardless of negligence or intent.

- a. Product liability
- b. Strict liability
- c. Negligence
- d. Contributory negligence

6. A standard, proven work process that enables systems analysts, programmers, project managers, and others to make controlled and orderly progress in developing high-quality software is called a software _____ .

7. The cost to identify and remove a defect in an early stage of software development is typically much less than the cost of removing a defect in an operating piece of software after it has been distributed to many customers. True or False?

8. A system development methodology in which systems are developed in iterations, often called “sprints,” lasting from one to four weeks is called _____ development.

9. A software-testing technique in which the software is tested without actually executing the code is _____ .

- a. dynamic testing
- b. white-box testing
- c. static testing
- d. black-box testing

10. _____ is a collection of best practices that help organizations assess and improve their software development practices.

- a. FMEA
- b. CMMI-DEV
- c. ISO 9000
- d. DOD-178B

11. If the annualized rate of occurrence is one percent and the annual loss expectancy is \$100,000, the single loss expectancy is _____ .

- a. \$1,000
- b. \$10,000
- c. \$100,000

d. \$10 million

12. The provision of multiple interchangeable components to perform a single function to cope with failures and errors is called _____ .

- a. risk
- b. reliability
- c. redundancy
- d. availability

13. _____ is a measure of the rate of failure in a system that would render it unusable over its expected lifetime.

14. One of the most important and challenging areas of safety-critical system design is the system–human interface. True or False?

15. _____ is an important technique used to develop ISO 9000–compliant quality systems by both evaluating reliability and determining the effects of system and equipment failures.

- a. N-version programming
- b. FMEA
- c. Redundancy
- d. Agile system development

1. b.; 2. defect; 3. b.; 4. Quality management; 5. b.; 6. development methodology. 7. True; 8. agile; 9. c.; 10. b.; 11. d.; 12. c.; 13. Reliability; 14. True; 15. B