### Q3

### Questionnaire

It is a self-administered tool that is more economical and requires less skill to administer than an interview. Unlike interviews, feedback from many respondents can be collected at the same time. Since questionnaires are usually self-administered, it is critical that questions be clear and unambiguous.

#### Types of Questionnaire

1. Fill-in-the-blanks Questions: They seek specific responses.
2. Yes / No Questions: They just seek one value either True/False or Yes/No. There is no mixed response.
3. Ranking Scale Questions: The respondent needs to rank the responses to a certain scale. For e.g., to a question, you might be asked to rate a service from a level 1 to 10.
4. Multiple-Choice Questions: They ask for a specific answer choice.

### Q4

|  |  |
| --- | --- |
| **Interview** | **Questionnaire** |
| Less Economical | Economical |
| Can be administered to ONLY ONE person at a time | Can be completed by many people at the same time |
| It could be error prone since it depends upon the skill of the interviewer to gauge the questions and interpret the responses. | Chances of error or omissions are fewer. |
| Anonymity is not maintained. Hence, the user might conceal his candid opinion on an issue. | Anonymity is maintained. Hence, the user is not prevented from giving his candid opinion about an issue |
| It may not give time to the respondents. Hence, they may not get enough time to think and give their opinion on an issue. | It gives time to the respondents. Hence, they can think and give their considered opinions on an issue. |

## Q5

## Technical Methods of Information Gathering:

There are varieties of technical methods for information gathering. Some methods require high-tech equipment and in other situations, low-tech options will work. No one source of information is the leading method to use, nor is one method alone likely to give you enough data for the negotiation.

### Telephone

A simple phone call can reveal the company’s name, the name and department of the person who answered the phone, basic lingo or protocols used by the organization, and so much more. After one phone call is completed, the pen tester can call back and use the information obtained previously to compromise the organization.

There are plenty of different ways to make the call, including burner cell phones, Google Voice, Skype, and other VoIP options.

### Online searches or Search engines

Pen testers use search engines to locate and comb through corporate documents, resumes, floor plans, vendor relationships, phone numbers, job titles, email address protocol, business locations (even amazingly detailed photos of the buildings), and much more.

### Searching Social Networks

Searching social media accounts can reveal clues or possible answers to security questions, photos of employees wearing their ID badge, or linking a job title to a key individual’s hobbies/interests for phishing ideas. Try typing in a name of a co-worker or friend and see how many hits or matches appear with their information.