1. Which of the following examines information passing through switches, hubs, or routers?
   A. Key logger
   B. Packet sniffer
   C. Log analysis tools
   D. More than one of the above
   E. None of the above

2. Which of the following describes e-commerce?
   A. Doing business electronically
   B. Doing business
   C. Sale of goods
   D. More than one of the above
   E. None of the above

3. Which of the following is part of the four main types for e-commerce?
   A. B2B
   B. B2C
   C. C2B
   D. More than one of the above
   E. None of the above

4. Which segment do eBay, Amazon.com belong?
   A. B2Bs
   B. B2Cs
   C. C2Bs
   D. More than one of the above
   E. None of the above

5. Which type of e-commerce focuses on consumers dealing with each other?
   A. B2B
   B. B2C
   C. C2B
   D. More than one of the above
   E. None of the above

6. Which segment is eBay an example of?
   A. B2B
   B. C2B
   C. C2C
   D. More than one of the above
   E. None of the above

7. Which type deals with auction?
   A. B2B
   B. B2C
   C. C2C
   D. More than one of the above
   E. None of the above

8. In which website is Global Easy Buy facilitated?
   A. Ebay.com
   B. Amazon.com
   C. Yepme.com
   D. More than one of the above
   E. None of the above

9. The best products to sell in B2C e-commerce are:
   A. Small products
   B. Digital products
   C. Specialty products
   D. More than one of the above
   E. None of the above

10. Which products are people most likely to be more uncomfortable buying on the Internet?
    A. Books
    B. Furniture
    C. Movies
    D. More than one of the above
    E. None of the above

11. Which products are people most likely to be comfortable buying on the Internet?
    A. Books
    B. PCs
    C. CDs
    D. More than one of the above
    E. None of the above

12. Digital products are best suited for B2C e-commerce because they:
    A. Are commodity-like products
    B. Can be mass-customized and personalized
    C. Can be delivered at the time of purchase
    D. More than one of the above
    E. None of the above

13. The solution for all business needs is
    A. EDI
    B. ERP
    C. SCM
    D. More than one of the above
    E. None of the above

14. All of the following are techniques B2C e-commerce companies use to attract customers, except:
    A. Registering with search engines
    B. Virtual marketing
    C. Online ads
    D. More than one of the above
    E. None of the above

15. E-commerce involves:
    A. Marketing
    B. Advertising
    C. Warehousing
    D. More than one of the above
    E. None of the above

16. Which is not a function of E-commerce?
    A. Marketing
    B. Advertising
    C. Warehousing
    D. More than one of the above
    E. None of the above

17. Which term represents a count of the number of people who visit one site, click on an ad, and are taken to the site of the advertiser?
    A. Affiliate programs
    B. Click-through
    C. Spam
    D. More than one of the above
    E. None of the above

18. What is the percentage of customers who visit a website and actually buy something called?
    A. Affiliate programs
    B. Click-through
    C. Conversion rate
    D. More than one of the above
    E. None of the above

19. What are materials used in production in a manufacturing company or are placed on the shelf for sale in a retail environment?
    A. Direct materials
    B. Indirect materials
    C. EDI
    D. More than one of the above
    E. None of the above

20. What are materials that are necessary for running a modern corporation, but do not relate to the company's primary business activities?
    A. Direct materials
    B. Indirect materials
    C. EDI
    D. More than one of the above
    E. None of the above

21. What are ballpoint pens purchased by a clothing company?
    A. Direct materials
    B. Indirect materials
    C. EDI
    D. More than one of the above
    E. None of the above

22. What is another name for materials which cannot be linked to a specific product or process?
    A. Direct materials
    B. Indirect materials
    C. EDI
    D. More than one of the above
    E. None of the above

23. What is the process in which a buyer posts its interest in buying a certain quantity of items, and sellers compete for the business by submitting successively lower bids until there is only one seller left?
    A. B2B marketplace
    B. Intranet
    C. Reverse auction
    D. More than one of the above
    E. None of the above

24. What are plastic cards the size of a credit card that contain an embedded chip on which digital information can be stored?
    A. Customer relationship management systems cards
    B. E-government identity cards
    C. Smart cards
    D. More than one of the above
    E. None of the above

25. Most individuals are familiar with which form of e-commerce?
    A. B2B
    B. B2C
    C. C2B
    D. More than one of the above
    E. None of the above

26. Which form of e-commerce currently accounts for about 97% of all e-commerce revenues?
    A. B2B
    B. B2C
    C. C2B
    D. More than one of the above
    E. None of the above

27. Which of the following are advantages normally associated with B2B e-commerce?
    A. Shorter cycle times
    B. Reduction in costs
    C. Reaches wider audiences
    D. More than one of the above
    E. None of the above

28. If the threat of substitute products or services is low, it is a(n):
    A. Disadvantage to the supplier
    B. Advantage to the buyer
    C. Advantage to the supplier
    D. More than one of the above
    E. None of the above

29. The threat of new entrants is high when it is:
    A. Hard for customers to enter the market
    B. Hard for competitors to enter the market
    C. Easy for competitors to enter the market
    D. More than one of the above
    E. None of the above

30. If it is easy for competitors to enter the market, the threat of new entrants is considered:
    A. High
    B. Low
    C. More
    D. More than one of the above
    E. None of the above

31. An industry is less attractive for suppliers when the rivalry among existing competitors is:
    A. High
    B. Low
    C. More
    D. More than one of the above
    E. None of the above

32. Unique value auction mainly applies to?
    A. New products
    B. Second-hand products
    C. Engineering products
    D. More than one of the above
    E. None of the above

33. Paisapay is facilitated in:
    A. eBay.co.in
    B. Amazon.com
    C. Flipkart.com
    D. More than one of the above
    E. None of the above

34. Which of the following is a useful security mechanism when considering business strategy and IT?
    A. Encryption
    B. Decryption
    C. Firewall
    D. More than one of the above
    E. None of the above

35. Which of the following is not related to a security mechanism?
   A. Encryption
   B. Decryption
   C. E-cash
   D. More than one of the above
   E. None of the above

36. A product or service that customers have come to expect from an industry, which must be offered by new entrants if they wish to compete and survive, is known as a(n):
   A. Switching costs
   B. Loyalty programs
   C. Entry barriers
   D. More than one of the above
   E. None of the above

37. Which of the following statements accurately reflect the impact of technology?
   A. Technology has caused buyer power to increase
   B. Technology has lessened the entry barriers for many industries
   C. Technology has increased the threat of substitute products and services
   D. More than one of the above
   E. None of the above

38. A business cannot be all things to all people. Instead, a business must:
   A. Identify target customers
   B. Identify the value of products/services as perceived by customers
   C. More than one of the above
   D. None of the above

39. How do transactions occur in e-commerce?
   A. Using e-medias
   B. Using computers only
   C. Using mobile phones only
   D. More than one of the above
   E. None of the above

40. Which type of product is lesser purchased using e-commerce?
   A. Automobiles
   B. Books
   C. Software
   D. More than one of the above
   E. None of the above

41. A business competing in a commodity-like environment must focus on which of the following?
   A. Price
   B. Ease / speed of delivery
   C. Ease of ordering
   D. More than one of the above
   E. None of the above

42. Which of the following refers to creating products tailored to individual customers?
   A. Customization
   B. Aggregation
   C. Direct materials
   D. More than one of the above
   E. None of the above

43. Materials used in the normal operation of a business but not related to primary business operations are called what?
   A. Supplies
   B. Direct materials
   C. Indirect materials
   D. More than one of the above
   E. None of the above

44. Amazon.com is well-known for which e-commerce marketing technique?
   A. Banner ads
   B. Pop-up ads
   C. Affiliate programs
   D. More than one of the above
   E. None of the above

45. What is the name given to an interactive business providing a centralized market where many buyers and suppliers can come together for e-commerce or commerce-related activities?
A. Direct marketplace
B. B2B
C. B2C
D. More than one of the above
E. None of the above

46. Which form of e-marketplace brings together buyers and sellers from multiple industries, often for MRO materials?
A. Horizontal
B. Vertical
C. Integrated
D. More than one of the above
E. None of the above

47. Which form of e-marketplace brings together buyers and sellers from the same industry?
A. Horizontal
B. Vertical
C. Integrated
D. More than one of the above
E. None of the above

48. Which type of ad appears on a web page?
A. Pop-under ad
B. Pop-up ad
C. Banner ad
D. More than one of the above
E. None of the above

49. What type of ad appears on top of a web page?
A. Pop-under ad
B. Pop-up ad
C. Banner ad
D. More than one of the above
E. None of the above

50. What type of ad appears under a web page?
A. Pop-under ad
B. Pop-up ad
C. Banner ad
D. More than one of the above
E. None of the above

51. Which, if any, of the following types of ads are people most willing to tolerate?
A. Pop-under ad
B. Pop-up ad
C. Banner ad
D. More than one of the above
E. None of the above

52. Which of the following is an Internet-based company that makes it easy for one person to pay another over the Internet?
A. Electronic check
B. Electronic bill presentment and payment
C. Financial cyber mediary
D. More than one of the above
E. None of the above

53. Which of the following is a method of transferring money from one person's account to another?
A. Electronic check
B. Credit card
C. E-transfer
D. More than one of the above
E. None of the above

54. An electronic check is one form of what?
A. E-commerce
B. Online banking
C. E-cash
D. More than one of the above
E. None of the above

55. If you need to transfer money to another person via the internet, which of the following methods could you use?
A. Financial cybermediary
B. Electronic check
C. Electronic bill presentment and payment
D. More than one of the above
E. None of the above

56. Which of the following permits the transmission of a bill, along with payment of that bill, to be conducted over the Internet?
   A. Financial cybermediary
   B. Electronic check
   C. Electronic bill presentment and payment
   D. More than one of the above
   E. None of the above

57. A combination of software and information designed to provide security and information for payment is called a?
   A. Digital wallet
   B. Pop-up ad
   C. Shopping cart
   D. More than one of the above
   E. None of the above

58. What is the name for direct computer-to-computer transfer of transaction information contained in standard business documents?
   A. Internet commerce
   B. E-commerce
   C. Transaction information transfer
   D. More than one of the above
   E. None of the above

59. Which of the following is used in B2B to pay for purchases?
   A. E-commerce
   B. Financial electronic data interchange
   C. Electronic data exchange
   D. More than one of the above
   E. None of the above

60. Public key encryption uses multiple keys. One key is used to encrypt data, while another is used to decrypt data. The key used to encrypt data is called the _____ key, while the key used to decrypt data is called the _____ key.
   A. Encryption, decryption
   B. public, Private
   C. Encryption, public
   D. More than one of the above
   E. None of the above

61. Secure Sockets Layers does which of the following?
   A. Creates a secure, private connection to a web server
   B. Encrypts information
   C. Sends information over the internet
   D. More than one of the above
   E. None of the above

62. When a transaction is processed online, how can the merchant verify the customer's identity?
   A. Use secure sockets layers
   B. Use secure electronic transactions
   C. Use electronic data interchange
   D. More than one of the above
   E. None of the above

63. The practice of forging a return address on an e-mail so that the recipient is fooled into revealing private information is termed?
   A. Hacking
   B. Cracking
   C. Spoofing
   D. More than one of the above
   E. None of the above

64. What is a model of a proposed product, service, or system?
   A. Prototyping
   B. Prototype
   C. Proof-of-concept prototype
   D. More than one of the above
   E. None of the above

65. What is an internal organizational Internet that is guarded against outside access by a special security feature called a firewall (which can be software, hardware, or a combination of the two)?
   A. Client/server network
   B. Intranet
   C. Extranet
   D. More than one of the above
   E. None of the above

66. What is an intranet that is restricted to an organization and certain outsiders, such as customers and suppliers?
A. Client/server network
B. Intranet
C. Extranet
D. More than one of the above
E. None of the above

67. What is a detailed process for recovering information or an IT system in the event of a catastrophic disaster such as a fire or flood?
A. Disaster recovery plan
B. Hot site
C. Cold site
D. More than one of the above
E. None of the above

68. What is a separate facility that does not have any computer equipment but is a place where the knowledge workers can move after the disaster?
A. Disaster recovery plan
B. Hot site
C. Cold site
D. More than one of the above
E. None of the above

69. What is a separate and fully equipped facility where the company can move immediately after the disaster and resume business?
A. Disaster recovery plan
B. Hot site
C. Cold site
D. More than one of the above
E. None of the above

70. What is the process of evaluating IT assets, their importance to the organisation, and their susceptibility to threats, to measure the risk exposure of these assets?
A. Risk management
B. Risk assessment
C. Security
D. More than one of the above
E. None of the above

71. Which factor determines when the IT system will be available for knowledge workers to access?
A. Availability
B. Accessibility
C. Reliability
D. More than one of the above
E. None of the above

72. Which factor determines who has the right to access different types of IT systems and information?
A. Availability
B. Accessibility
C. Reliability
D. More than one of the above
E. None of the above

73. Which factor ensures the IT systems are functioning correctly and providing accurate information?
A. Availability
B. Accessibility
C. Reliability
D. More than one of the above
E. None of the above

74. Which factor represents how well your system can adapt to increased demands?
A. Availability
B. Accessibility
C. Scalability
D. More than one of the above
E. None of the above

75. Which factor represents a system's ability to change quickly?
A. Flexibility
B. Performance
C. Capacity planning
D. More than one of the above
E. None of the above

76. What is a set of conditions used to measure how well a product or system functions?
A. Benchmark
B. Performance
C. Capacity planning
D. More than one of the above
E. None of the above

77. What determines the future IT infrastructure requirements for new equipment and additional network capacity?
A. Flexibility
B. Performance
C. Capacity planning
D. More than one of the above
E. None of the above

78. What automates business processes?
A. Workflow
B. ASP
C. Workflow system
D. More than one of the above
E. None of the above

79. What defines all of the steps or business rules, from beginning to end, required for a process to run correctly?
A. Workflow
B. EIP
C. Workflow system
D. More than one of the above
E. None of the above

80. What sends work assignments through an e-mail system?
A. Database-based enterprise information portal
B. Messaging-based enterprise information portal
C. Messaging-based workflow system
D. More than one of the above
E. None of the above

81. Which will not harm computer resources?
A. Firewall
B. Virus
C. Trojan horse
D. More than one of the above
E. None of the above

82. Which is not a function of ERP?
A. Warehousing
B. Sales
C. Scheduling
D. More than one of the above
E. None of the above

83. Which is a function of ERP?
A. Warehousing
B. Sales
C. Scheduling
D. More than one of the above
E. None of the above

84. Which of the following is the primary characteristic of an intranet?
A. People outside the organisation can access it
B. People inside the organisation can't access it
C. People outside the organisation can't access it
D. More than one of the above
E. None of the above

85. Which concept suggests that different applications and computer systems should be able to communicate with one another?
A. Integration
B. Web services
C. Scalability
D. More than one of the above
E. None of the above

86. Which service encompasses all technologies used to transmit and process information on and across a network?
A. Interoperability
B. Scalability
C. Benchmarking
D. More than one of the above
E. None of the above

87. Which process can prevent data from being lost due to computer problems or human errors?
A. Backup
B. Recovery
C. Benchmarking
D. More than one of the above
E. None of the above

88. Which process is used to reinstall data from a copy when the original data has been lost?
A. Backup
B. Recovery
C. Benchmarking
D. More than one of the above
E. None of the above

89. What describes a process of continuously measuring results and comparing those results to optimal performance so that actual performance may be improved?
A. Performance
B. Capacity planning
C. Benchmarking
D. More than one of the above
E. None of the above

90. Who protects the system from external threats?
A. Firewall
B. EDI
C. ERP
D. More than one of the above
E. None of the above

91. Who breaks into other people's computer systems and steals or destroys information?
A. Hackers
B. Software
C. Hacktivists
D. More than one of the above
E. None of the above

92. What is software that comes hidden in free downloadable software and tracks your online movements, mines information stored on your computer, or uses your computer's CPU and storage for tasks you know nothing about?
A. Web log
B. Clickstream
C. Anonymous Web browsing service
D. More than one of the above
E. None of the above

93. ERP stands for:
A. Enterprise resolution planning
B. Enterprise reverse planning
C. Enterprise resource planning
D. More than one of the above
E. None of the above

94. Which is not a component of ERP?
A. Legacy systems
B. Bolt-on applications
C. Operational database
D. More than one of the above
E. None of the above

95. Which is not a function of ERP?
A. Human resource management
B. Financial
C. Warehousing
D. More than one of the above
E. None of the above

96. What is a type of virus that spreads itself, not just from file to file, but from computer to computer via e-mail and other Internet traffic?
A. Computer virus
B. Worm
C. Denial-of-service attack
D. More than one of the above
E. None of the above

97. What floods a website with so many requests for service that it slows down or crashes?
A. Computer virus
B. Worm
C. Denial-of-service attack
D. More than one of the above
E. None of the above

98. What harnesses far-flung computers together by way of the Internet or a virtual private network to share CPU power, databases, and database storage?
    A. Computer virus
    B. Worm
    C. Denial-of-service attack
    D. More than one of the above
    E. None of the above

99. What consists of the identification of risks or threats, the implementation of security measures, and the monitoring of those measures for effectiveness?
    A. Risk management
    B. Risk assessment
    C. Security
    D. More than one of the above
    E. None of the above

Solution with Explanation

1. B. Packet sniffer
Explanation: Packet sniffers monitor network traffic and analyze the data passing through switches, hubs, and routers.

2. A. Doing business electronically
Explanation: E-commerce refers specifically to conducting business electronically over the internet.

3. D. More than one of the above
Explanation: All of the listed options (B2B, B2C, C2B) are main types of e-commerce.

4. B. B2Cs
Explanation: eBay and Amazon.com primarily operate as B2C platforms where businesses sell directly to consumers.

5. E. C2C
Explanation: C2C e-commerce involves consumers dealing with other consumers, as seen in platforms like eBay.

6. C. C2C
Explanation: eBay is a prime example of C2C, where individuals sell to other individuals.

7. C. C2C
Explanation: Auctions are a common feature of C2C e-commerce platforms like eBay.

8. A. Ebay.com
Explanation: eBay facilitates the Global Easy Buy feature.

9. D. More than one of the above
Explanation: B2C platforms often sell small, digital, and specialty products, making all these options correct.

10. B. Furniture
Explanation: People may feel uncomfortable buying large items like furniture without physically seeing them.

11. D. More than one of the above
Explanation: People are generally comfortable buying books, PCs, and CDs online.

12. D. More than one of the above
Explanation: Digital products can be customized, are commodity-like, and are deliverable instantly.

13. B. ERP
Explanation: ERP systems offer integrated solutions for all business needs, including finance, HR, and supply chain.

14. B. Virtual marketing
Explanation: Virtual marketing is not typically a tactic used by B2C companies; they focus on online ads, search engines, etc.

15. D. More than one of the above
Explanation: E-commerce involves all these aspects: marketing, advertising, and warehousing.

16. C. Warehousing
Explanation: Warehousing is part of supply chain management, not a core function of e-commerce.

17. B. Click-through
Explanation: Click-through measures the number of people who click on an ad and visit the advertiser's site.

18. C. Conversion rate
Explanation: Conversion rate refers to the percentage of website visitors who make a purchase.

19. A. Direct materials
Explanation: Direct materials are used directly in manufacturing or placed on retail shelves for sale.

20. B. Indirect materials
Explanation: Indirect materials are necessary for running a business but are not used in the core business process (e.g., office supplies).

21. B. Indirect materials
Explanation: Ballpoint pens are not directly involved in the production of goods but are necessary for the company's operations, making them indirect materials.

22. B. Indirect materials
Explanation: Indirect materials cannot be traced directly to a specific product or process.

23. C. Reverse auction
Explanation: In a reverse auction, sellers lower their bids to win the buyer's business.

24. C. Smart cards
Explanation: Smart cards are plastic cards with an embedded chip used to store digital information.

25. B. B2C
Explanation: Most people are familiar with B2C e-commerce, where businesses sell directly to consumers.

26. A. B2B
Explanation: B2B transactions account for the majority of e-commerce revenues.

27. D. More than one of the above
Explanation: B2B e-commerce is associated with several advantages, including shorter cycle times, cost reductions, and reaching wider audiences.

28. C. Advantage to the supplier
Explanation: If the threat of substitute products is low, it benefits suppliers because their products face less competition.

29. C. Easy for competitors to enter the market
Explanation: The threat of new entrants is high when it's easy for competitors to enter the market.

30. A. High
Explanation: If it's easy for competitors to enter the market, the threat of new entrants is considered high.

31. A. High
Explanation: When rivalry among existing competitors is high, the industry is less attractive for suppliers.

32. B. Second-hand products
Explanation: Unique value auctions often apply to second-hand products.

33. A. eBay.co.in
Explanation: Paisapay is a payment system facilitated by eBay India.

34. D. More than one of the above
Explanation: Encryption, decryption, and firewalls are all useful security mechanisms.

35. C. E-cash
Explanation: E-cash is related to payment systems, not security mechanisms like encryption or decryption.

36. C. Entry barriers
Explanation: Entry barriers are features that new entrants must offer to compete with established players.

37. D. More than one of the above
Explanation: All these statements reflect the impact of technology on buyer power, entry barriers, and the threat of substitutes.

38. C. More than one of the above
Explanation: A business must identify both its target customers and the value it offers to them.

39. A. Using e-medias
Explanation: E-commerce transactions occur using various electronic media, including computers, mobile phones, and more.

40. A. Automobiles
Explanation: Automobiles are less commonly purchased via e-commerce compared to books or software.

41. D. More than one of the above
Explanation: Businesses competing in commodity-like environments must focus on price, speed of delivery, and ease of ordering to attract and retain customers.

42. A. Customization
Explanation: Customization refers to tailoring products to meet the specific needs and preferences of individual customers.

43. C. Indirect materials
Explanation: Indirect materials are not directly used in production but are necessary for the business's operation.

44. C. Affiliate programs
Explanation: Amazon is known for its affiliate marketing program, where affiliates promote products and earn a commission on sales.

45. E. Electronic marketplace
Explanation: An electronic marketplace provides a platform for buyers and suppliers to interact and conduct business transactions.

46. A. Horizontal
Explanation: A horizontal e-marketplace brings together buyers and sellers from various industries, often for MRO (maintenance, repair, and operations) materials.

47. B. Vertical
Explanation: A vertical e-marketplace focuses on a single industry and brings together buyers and sellers from that specific sector.

48. C. Banner ad
Explanation: Banner ads are displayed on web pages, usually at the top or bottom, or along the sides.

49. B. Pop-up ad
Explanation: Pop-up ads appear on top of a web page when browsing.

50. A. Pop-under ad
Explanation: Pop-under ads open in a new window beneath the current web page and are seen when the main window is closed.

51. C. Banner ad
Explanation: People are generally more tolerant of banner ads as they are less intrusive compared to pop-up and pop-under ads.

52. C. Financial cybermediary
Explanation: A financial cybermediary is an Internet-based company that facilitates financial transactions between parties, such as PayPal.

53. C. E-transfer
Explanation: An e-transfer allows for the electronic transfer of money between bank accounts.

54. C. E-cash
Explanation: An electronic check is a form of e-cash, a digital equivalent of paper checks.

55. D. More than one of the above
Explanation: You could use various methods, including financial cybermediaries, electronic checks, and electronic bill presentment, to transfer money.

56. C. Electronic bill presentment and payment
Explanation: Electronic bill presentment and payment allow the transmission of a bill and payment over the Internet.

57. A. Digital wallet
Explanation: A digital wallet is software designed to store payment information securely for online transactions.

58. D. More than one of the above
Explanation: Direct computer-to-computer transfer of business transaction information is known as electronic data interchange (EDI), which is part of e-commerce.

59. B. Financial electronic data interchange
Explanation: Financial EDI is used in B2B transactions to handle payments electronically between businesses.

60. B. Public, private
Explanation: In public key encryption, the public key is used to encrypt data, while the private key is used to decrypt it.

61. D. More than one of the above
Explanation: SSL (Secure Sockets Layer) creates a secure connection, encrypts data, and sends information over the internet.

62. D. More than one of the above
Explanation: Both SSL and secure electronic transactions (SET) are methods used for verifying a customer's identity during online transactions.

63. C. Spoofing
Explanation: Spoofing is when a forged e-mail return address is used to trick the recipient into revealing private information.

64. B. Prototype
Explanation: A prototype is an early model or sample of a proposed product or system.

65. B. Intranet
Explanation: An intranet is an internal network that is guarded by firewall to prevent external access.

66. C. Extranet
Explanation: An extranet is a private network that allows limited access to authorized outsiders such as customers or suppliers.

67. A. Disaster recovery plan
Explanation: A disaster recovery plan outlines the process for recovering information or IT systems in the event of a catastrophe.

68. C. Cold site
Explanation: A cold site is a separate facility without computer equipment where employees can relocate after a disaster.

69. B. Hot site
Explanation: A hot site is a fully equipped facility that allows immediate resumption of business after a disaster.

70. B. Risk assessment
Explanation: Risk assessment is the process of evaluating IT assets and their susceptibility to threats to measure risk exposure.

71. A. Availability
Explanation: Availability refers to when an IT system is accessible to knowledge workers.

72. B. Accessibility
Explanation: Accessibility defines who has the right to access different IT systems and information.

73. C. Reliability
Explanation: Reliability ensures that IT systems are functioning correctly and providing accurate information.

74. C. Scalability
Explanation: Scalability represents how well a system can handle increased demand or grow with business needs.

75. A. Flexibility
Explanation: Flexibility refers to a system's ability to adapt quickly to changes.

76. A. Benchmark
Explanation: A benchmark is a set of conditions or metrics used to measure how well a product or system performs.

77. C. Capacity planning
Explanation: Capacity planning determines future IT infrastructure needs for equipment and network capacity.

78. C. Workflow system
Explanation: A workflow system automates business processes by defining and managing tasks, actions, and workflows.

79. A. Workflow
Explanation: Workflow defines the entire sequence of steps or rules required for a process to run correctly.

80. C. Messaging-based workflow system
Explanation: A messaging-based workflow system sends work assignments through an e-mail system.

81. A. Firewall
Explanation: A firewall protects computer resources from harmful elements, while viruses and Trojan horses harm systems.

82. E. More than one of the above
Explanation: ERP handles warehousing, sales, and scheduling, so all options are functions of ERP.

83. D. More than one of the above
Explanation: All options (warehousing, sales, scheduling) are core functions of ERP.

84. C. People outside the organisation can't access it
Explanation: An intranet is accessible only to people inside the organization.

85. D. More than one of the above
Explanation: Both integration and interoperability involve making different systems communicate.

86. D. More than one of the above
Explanation: Both web services and interoperability encompass technologies for transmitting and processing information.

87. D. More than one of the above
Explanation: Both backup and recovery processes can prevent data loss due to errors or problems.

88. B. Recovery
Explanation: Recovery is the process used to reinstall lost data from backup copies.

89. C. Benchmarking
Explanation: Benchmarking measures results and compares them to optimal performance to improve actual performance.

90. A. Firewall
Explanation: A firewall protects the system from external threats.

91. D. More than one of the above
Explanation: Both hackers and hacktivists break into systems to steal or destroy information.

92. D. None of the above
Explanation: The described software is called spyware, not a web log, clickstream, or anonymous browsing service.

93. C. Enterprise resource planning
Explanation: ERP stands for Enterprise Resource Planning.

94. D. More than one of the above
Explanation: Legacy systems, bolt-on applications, and operational databases are components of ERP, but Cybersoft is not.

95. D. More than one of the above
Explanation: ERP covers human resource management, financials, and warehousing.

96. B. Worm
Explanation: A worm spreads itself not just from file to file but also across networks, unlike a regular virus.

97. C. Denial-of-service attack
Explanation: A denial-of-service (DoS) attack floods a website with so many requests that it becomes overwhelmed and crashes.

98. D. More than one of the above
Explanation: The concept describes distributed computing, which is not a computer virus, worm, or denial-of-service attack.

99. A. Risk management
Explanation: Risk management involves identifying risks, implementing security measures, and monitoring effectiveness.