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QUESTION 1

You received a text and a threatening voicemail from an angry customer who wants to immediately discuss the shortcomings of a recently released product. You are about to walk into a mandatory meeting with your top-level leadership team.

Which of the following is your best course of action?

- A. Continue to send text messages to the customer hoping to smooth things over until you can call him on the phone after your meeting.
- B. Request that the customer send his complaints by e-mail, knowing that any inappropriate communication will be well documented.
- C. Do not respond to the customer.
- D. Skip the meeting and call the customer.

Correct Answer: B

QUESTION 2

Evonka is listening to music from an online music provider (such as Pandora or Jango). She builds a list of music preferences, including favorite songs. The music service then suggests additional songs she might enjoy. The music provider is an example of a cloud-computing application that uses a technology for collaborative filtering, which helps define the list of songs available to listeners.

Which term describes this technology?

- A. Bit-torrent
- B. Crowdsourcing
- C. Grid computing
- D. Software as a Service

Correct Answer: B

QUESTION 3

A friend just sent you a link to a Facebook page with information that you find very useful. You want to be able to recall the site in the future from your desktop computer, or from your mobile device while away from your desk.

Which is the best approach?

- A. Memorize the URL so you can pull up the site in any browser such as Chrome, Firefox or Internet Explorer
- B. Add the link to a cloud-based bookmark service such as Delicious or Google Bookmarks.
- C. Manually enter the Web address into any and all browsers on all of your devices.



D. Pull up the message with the link any time you want to view the site.

Correct Answer: B

QUESTION 4

Raoul has received a file attachment from a known individual. He has no reason to expect files from this individual.

Which of the following is an effective security strategy for Raoul to take?

- A. Open the file attachment and use anti-virus software to scan it
- B. Before opening the attachment, use anti-virus software to scan the system's hard disk.
- C. Make back-up copies of important files so that it is possible to recover them in case of an incident.
- D. Before opening the attachment, call or send a text or instant message to the individual to verify that he or she meant to send it.

Correct Answer: D

QUESTION 5

Proprietary information for your company's online business was released to a competitor. Which of the following preventative measures should your company take to ensure that its proprietary information is protected in the future?

- A. Restrict Internet access
- B. Uninstall any e-mail clients
- C. Monitor employees' messages
- D. Destroy all proprietary information

Correct Answer: C

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