



FACULTY OF MANAGEMENT
JULY 2017 SUPPLEMENTARY EXAMINATION
DEPARTMENT OF APPLIED INFORMATION SYSTEMS

<u>MODULE</u>	: IT MANAGEMENT 1A
<u>CODE</u>	: ITB1A01
<u>DATE</u>	: JULY 2017 SUPPLEMENTARY EXAMINATIONS
<u>DURATION</u>	: 2 HOURS
<u>TIME</u>	: NOT SPECIFIED
<u>TOTAL MARKS</u>	: 100

<u>EXAMINER(S)</u>	: Mr G. TOKO
<u>(EXTERNAL) MODERATOR(S):</u>	Dr DJOUOSSEU TENKAM
<u>NUMBER OF PAGES</u>	: 7

INSTRUCTIONS TO CANDIDATES:

- Scanner sheet [provided] must be used for multiple choice questions.
- This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

Section B: Missing word

[20*1]

1. _____ Companies are enterprises that own or operate the paths or “roadways” along which Internet data travels.
2. The _____ is a group of more than 450 organizations dedicated to developing new protocols and specifications to promote the evolution of the Web.

3. _____ Internet access is a direct connection that transmits via standard telephone lines, but does not tie up your telephone line.
4. A Wi-Fi _____ is a location with a direct Internet connection and a wireless access point that allows users to connect wirelessly.
5. A mail _____ is a computer that has been set up to store email messages until their recipients request them.
6. Gmail is an example of a(n) _____ mail service.
7. The term “_____ post” refers to a blog post about a product or service for which the blogger has been paid by the provider of that product or service.
8. A(n) _____ is similar to a Web conference but typically has a designated presenter and an audience.
9. A bus’s _____ is the amount of data that can be transferred via the bus in a given time period.
10. The key element of the CPU is the _____, a device that controls the flow of electrons inside a chip.
11. A(n) _____ stores copies of data or programs that are located on a hard drive and that might be needed soon; this can speed up performance and save hard drive wear and tear.
12. With optical discs, the term *DL* means _____.
13. High-capacity flash memory cards can hold up to _____ of data.
14. The _____ is the most common pointing device for a desktop computer.
15. _____ is the ability of a computer to recognize text characters.
16. _____ displays use a layer of gas between two plates of glass.
17. A printer’s print speed is typically measured in _____.
18. On the desktop, the _____ stores items deleted from the hard drive until you remove them permanently.
19. A(n) _____ is a program designed to run in a window on the desktop.
20. _____ are a special kind of window in which you enter or choose settings for how you want to perform a task.

Section C: Long questions

1. Why and how would you secure your Wi-Fi router? [60]
2. What are four ways to protect yourself against personal cyberstalking and other types of online harassment? [5]
3. List and describe six precautions you should keep in mind when using portable computers and other mobile devices to protect against hardware loss and theft. [4*2]
4. Choosing the right ISP for your needs is not always as simple as it seems. List and describe four main areas of interest. [6*2]
5. Security and privacy are hot topics today. What are two common misconceptions people often have about the privacy (or lack thereof) of their email correspondence? What method(s) can be used to help mitigate some of the threats to that privacy? [4*2]
6. Name and describe the three most common physical topologies used in computer networks. [5]

7. When using serial transmission, there are three possible techniques for organizing the bits being transferred. Name and describe them. [3*2]
8. Name and briefly describe five of the six communications protocols mentioned in the chapter. [3*2]
- [5*2]

[Total: 100]