



**FACULTY OF MANAGEMENT**  
**JUNE 2017 MAIN EXAMINATION**  
**DEPARTMENT OF APPLIED INFORMATION SYSTEMS**

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<b><u>MODULE</u></b>	<b>: IT MANAGEMENT 1A</b>
<b><u>CODE</u></b>	<b>: ITB1A01</b>
<b><u>DATE</u></b>	<b>: 06 JUNE 2017 MAIN EXAMINATIONS</b>
<b><u>DURATION</u></b>	<b>: 2 HOURS</b>
<b><u>TIME</u></b>	<b>: 16:30</b>
<b><u>TOTAL MARKS</u></b>	<b>: 100</b>

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<b><u>EXAMINER(S)</u></b>	<b>: Mr G. TOKO</b>
<b><u>(EXTERNAL) MODERATOR(S):</u></b>	<b>Dr DJOUOSSEU TENKAM</b>
<b><u>NUMBER OF PAGES</u></b>	<b>: 6</b>

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**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.

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## Section B: Missing word

[20\*1]

1. \_\_\_\_\_ Access occurs whenever an individual gains access to a computer, network, file, or other resource without permission.
2. \_\_\_\_\_ involves terrorists launching an attack via the Internet.
3. \_\_\_\_\_ is a way of temporarily converting data into an unreadable form in order to protect that data from being viewed by unauthorized individuals.
4. A group of zombie computers that are controlled by one individual and can work together in a coordinated fashion is called a(n) \_\_\_\_\_.
5. Often, a worm is sent to other computers via an email \_\_\_\_\_.
6. Firewalls, antispymware products, and antivirus products fall under the category of \_\_\_\_\_ software.
7. Computer crimes involving online fraud, theft, scams, and related activities designed to steal money or other resources from individuals or businesses are collectively referred to as \_\_\_\_\_.
8. A hacker changing the IP addresses used in conjunction with a particular company's Web site to re-route them to the hacker's servers is called DNS \_\_\_\_\_.
9. \_\_\_\_\_ Certificates include a serial number, expiration date, and public/private key pair.
10. The complete malfunction of a computer system is called \_\_\_\_\_.
11. To protect hardware from damage due to power fluctuations, everyone should use a(n) \_\_\_\_\_ with a computer whenever it is plugged into a power outlet.
12. Collecting in-depth information about an individual is known as \_\_\_\_\_.
13. One way to protect the privacy of your personal information is to use a(n) \_\_\_\_\_ email address for noncritical communications.
14. \_\_\_\_\_ is closed circuit security cameras used to monitor activities taking place at facilities for security purposes.
15. The \_\_\_\_\_ is the first thing that occurs when you turn on a computer.
16. If a new device is found when a computer boots, the operating system tries to install the appropriate driver automatically—a feature called \_\_\_\_\_.
17. \_\_\_\_\_ refers to the ability of an operating system to have more than one program open at one time.
18. A page file is also called a(n) \_\_\_\_\_.
19. \_\_\_\_\_ Operating systems are those built into consumer kiosks, cash registers, some consumer electronics, and other devices.
20. The Aero interface and the Sidebar feature were introduced with Windows \_\_\_\_\_.

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## Section C: long questions

[60]

1. Why and how would you secure your Wi-Fi router?  
[5]
2. What are four ways to protect yourself against personal cyberstalking and other types of online harassment?  
[4\*2]
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.  
[6\*2]
4. Choosing the right ISP for your needs isn't always as simple as it seems. List and describe four main areas of interest.  
[4\*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?  
[5]
6. Name and describe the three most common physical topologies used in computer networks.  
[3\*2]
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.  
[5\*2]

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**[Total: 100]**