

# Latest Version: 9.0

## Question: 1

You opened an e-mail attachment and it launches a virus. The virus takes control of your system and you are unable to run your anti-virus software. Which of the following is the best step for you to take next?

- A. Let the virus run its course.
- B. Call your local authorities to report an identity theft.
- C. Turn off your computer and reboot from a known, clean system disk.
- D. Plug in your backup drive to try to initiate an immediate backup of important files.

**Answer: C**

## Question: 2

You just received a joke that was c-mailed to you by a co-worker. You find the joke funny and consider forwarding it to another co-worker that you trust. Which human resources issue do you risk by forwarding the e-mail message?

- A. Forgetting to include others who might find the joke funny
- B. Copyright infringement by not providing credit to the originator of the joke
- C. Offending a recipient who receives the joke as a result from further forwarding
- D. Reducing the effectiveness of spam filters

**Answer: C**

## Question: 3

Which of the following strategies is recommended when conducting keyword searches?

- A. Use nouns instead of verbs for keywords.
- B. Use verbs instead of nouns for keywords.
- C. Use as few keywords as possible.
- D. Include at least one preposition such as “the” or “an” in your list of keywords.

**Answer: A**

## Question: 4

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. Crowd sourcing
- C. Grid computing
- D. Software as a Service

**Answer: B**

### Question: 5

You have just finished designing a Web site to support a charity organization's fund-raising efforts. You need to meet with the board members to get their feedback and address some questions before you implement the final design. The board members are dispersed throughout the country and want to avoid spending charity funds on traveling to this meeting. Which of the following solutions would best support the charity and provide you with an opportunity to discuss the design as a group?

- A. Plan a Web conference using a service such as WebEx or GoToMeeting that supports screen sharing and phone conferencing.
- B. Plan a Webinar that reviews the layout of the site and request that board members submit their feedback by e-mail after the Webinar.
- C. Create a PowerPoint slideshow that contains pictures of your Web site design and create a survey to gather the board members' feedback.
- D. Create an audio Webcast and distribute it to the board members over the Internet.

**Answer: A**