1. \_\_\_\_\_ activities include changing programs, procedures, or documentation to ensure correct system performance; adapting the system to changing requirements; and making the system operate more efficiently.

a. Hardening  
b. Risk control

1. Operational
2. Maintenance

Analysis:

a. Incorrect. See [Page 508]

b. Incorrect. See [Page 508]

c. Incorrect. See [Page 508]

d. Correct.

1. To avoid problems, \_\_\_\_\_ maintenance requires analysis of areas where trouble is likely to occur.

a. preventive  
b. perfective

1. adaptive
2. corrective

Analysis:

a. Correct.

b. Incorrect. See [Page 512]

c. Incorrect. See [Page 512]

d. Incorrect. See [Page 512]

1. Most firms use commercial applications to handle \_\_\_\_\_ control for complex systems, such as ERP.
2. change
3. remote
4. version
5. fault

Analysis:

a. Incorrect. See [Page 518]

b. Incorrect. See [Page 518]

c. Correct.

d. Incorrect. See [Page 518]

1. To measure system performance, many firms use \_\_\_\_\_ testing, which uses a set of standard tests to evaluate system performance and capacity.
2. baseline
3. benchmark
4. bandwidth
5. boot-level

Analysis:

a. Incorrect. See [Page 520]

b. Correct.

c. Incorrect. See [Page 520]

d. Incorrect. See [Page 520]

1. \_\_\_\_\_, which is one of the three main elements of system security, prevents unauthorized users from creating, modifying, or deleting information.
2. Integrity
3. Confidentiality
4. Availability
5. Transference

Analysis:

a. Correct.

b. Incorrect. See [Page 524]

c. Incorrect. See [Page 524]

d. Incorrect. See [Page 524]

1. Non-mission-critical computer systems and network devices should be plugged into a(n) \_\_\_\_\_ power supply that includes battery backup with suitable capacity to handle short-term operations while an orderly backup and system shutdown can be completed.
2. hot site
3. biometric
4. tamper-evident
5. uninterruptible

Analysis:

a. Incorrect. See [Page 529]

b. Incorrect. See [Page 529]

c. Incorrect. See [Page 529]

d. Correct.

1. WPA2 is an extension of Wi-Fi Protected Access based on a full implementation of the IEEE \_\_\_\_\_ standard.
2. 802.11i
3. 802.16
4. 802.11a
5. 802.11b

Analysis:

a. Correct.

b. Incorrect. See [Page 532]

c. Incorrect. See [Page 532]

d. Incorrect. See [Page 532]

1. A(n) \_\_\_\_\_ service, which may be offered by a software vendor, enables an application to contact the vendor’s server and check for a needed patch or update.
2. enhancement
3. business continuity
4. automatic update
5. hot site

Analysis:

a. Incorrect. See [Pages 535-536]

b. Incorrect. See [Pages 535-536]

c. Correct.

d. Incorrect. See [Pages 535-536]

1. \_\_\_\_\_ security defines how particular tasks are to be performed, from large-scale data backups to everyday tasks such as storing e-mails or forms.
2. Privilege
3. Baseline
4. Universal
5. Operational

Analysis:

a. Incorrect. See [Page 540]

b. Incorrect. See [Page 540]

c. Incorrect. See [Page 540]

d. Correct.

1. A disaster recovery plan should be accompanied by a(n) \_\_\_\_\_, which simulates various levels of emergencies and records the responses, which can be analyzed and improved as necessary.
2. security token
3. test plan
4. capacity plan
5. adaptive plan

Analysis:

a. Incorrect. See [Page 542]

b. Correct.

c. Incorrect. See [Page 542]

d. Incorrect. See [Page 542]