1. Popular examples of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ software include GoToMyPC by Citrix, LogMeIn Pro by LogMeIn, and PC Now by WebEx.

Answer:

remote control. See page 507.

1. During system operation, changes in user activity or data patterns can cause a decline in efficiency, and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ maintenance might be needed to restore performance.

Answer:

perfective. See page 511.

1. Many IT departments use a job title of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to designate positions that require a combination of system analysis and programming skills.

Answer:

programmer/analyst. See page 514.

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ baseline documents the system at the end of the design phase and identifies any changes since the functional baseline.

Answer:

allocated. See page 518.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a performance metric that measures the time it takes to process a given task once it reaches the front of the queue.

Answer:

Service time. See page 521.

1. Script kiddie, which is defined as an inexperienced or juvenile hacker who uses readily available malicious software to disrupt or damage computer systems, is a category of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Answer:

attacker. See page 526.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for Laptops, which is sold by Absolute Software, is a type of tracking software that offers call-in service, as well as a remote data erase capability.

Answer:

LoJack. See page 530.

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which is the main line of defense between a local network and the Internet, can be configured to detect and respond to denial-of-service attacks, port scans, and other suspicious activity.

Answer:

firewall. See page 533.

1. Tape, hard drives, optical storage, and online storage are commonly used types of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ media.

Answer:

backup. See page 541.

1. Many IT industry leaders, such as Microsoft, Cisco, Novell, Oracle, and Sun Microsystems, offer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which are measured and verified by examination.

Answer:

certifications. See page 546.