The Art of Technical Support Review Questions

Day 6: Security (Part 1)

Answer each question in a few words. Hand in your work after the quiz at the start of Day 7.

- 1. Here is Donn B. Parker's *Hexad* of Information Security. Define each term and give an example of compromise of each factor:
 - 1. Integrity
 - 2. Authenticity
 - 3. Confidentiality
 - 4. Possession
 - 5. Availability
 - 6. Utility
- 2. What is the problem that causes the most damage to computer systems?
- 3. What are the two chief *physical* threats to information systems?
- 4. What is "social engineering?" How do you think an organization can defend itself against social engineering?
- 5. What is "piggybacking?" How does one stop it?
- 6. What are "LAN sniffers" and what kind of threat do they pose to security?
- 7. What is a "Trojan login program?" What's the danger of such programs?
- 8. What are "canonical passwords" and why are they a vulnerability in the security perimeter?
- 9. How do criminal hackers attempt brute-force attacks on systems?
- 10. What's a logic bomb?
- 11. What's a Trojan Horse program?
- 12. What did the Morris Worm of 1988 do to the Internet?

- 13. What's a boot-sector virus? How can you avoid infecting computers with boot-sector viruses?
- 14. What's a program-infector virus? What kind of defence can one use against those viruses?
- 15. What is a "macro virus?"
- 16. What's a "HERF gun" and how can it harm computers?
- 17. Why are unauthorized changes to hardware configuration a threat to technical support?
- 18. Why should *portable* computers be secured using encryption of confidential data?
- 19. What problem can tech support face when users fail to keep their software up to date?
- 20. How can uncoordinated copying of data cause security (data integrity) problems for an organization?
- 21. If you have purchased a license to version 6.4 of SuperTool, can you normally give your copy of version 6.4 to a colleague when you purchase the upgrade to version 6.5 of SuperTool? Why or why not?
- 22. Why should you be cautious about discussing confidential information on the phone when there is a wireless phone on the same circuit as the telephone you are using?
- 23. Why do TCP/IP sniffers make Internet e-mail confidentiality doubtful?

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