Following questions are provided for the benefit of students. These are indicative only.

Software Quality Assurance

Unit 1	
1.	Cost of Prevention is also termed as_____
2.	_____ is independent of any Tool
3.	_____are mandatory ways of doing things.
4.	Quality culture 'Q' are _____ quality conscious than Quality culture 'q'
5.	Full form of PDCA cycle
6.	According to the customer based definition Quality product must have _____and meet customer needs
7.	According to value based definition of quality, People do not buy products they buy _____
8.	Which of the following is not the quality parameter
9.	Periodic improvements followed by stabalisation of process and sustenance represents _____
10.	Who is the main stake holder for any product/project?
11.	Which of these is not a customer's view of quality?
12.	Which of these is a supplier's view of quality?
13.	Which of these are correct equation for profit
14.	Which of the following are not included in Cost of Quality
15.	_____principle intends to view internal and external customers as well as internal and external suppliers for each process, project and for entire organization as a whole
16.	Benchmarking is an important concept used in _____
17.	_____are defined for collecting information about product capabilities , process variability, and outcome of the process
18.	Tool improvement need_____
19.	Who is a king in any process of developing a product?
20.	Quality improvements, leads to _____
21.	What is a planned activity leading to change?
22.	What are accidental in nature and are generally unplanned.
23.	"No spelling mistakes in user interface" is an example of _____requirement
24.	Which priority are used to denote "Must" requirements?
25.	What type of requirement will add value to the product?
26.	Which of these organization believe in listening to the customer?
27.	Which of these are the simplest software development model?
28.	Which of these consist of many cycles of waterfall model?
29.	_____methodology is becoming popular due to their dynamic nature and easy adaptability
30.	Which of these are part of maintenance development model?
31.	Effect of _____quality is not known immediately
32.	_____means that the system will perform its intended functions correctly over an extended time
33.	_____must be written to avoid any misunderstanding or loss of communication
34.	Quality manual belongs to which tier of Quality Management System
35.	A condition where defects found in the product or services are immediately sorted and fixed is termed as _____
36.	Which of these are not the principles of Total Quality Management
37.	Which of the following is needed when an organization is producing a product for larger market

38.	Which of the following parameter gives the ability to provide desired results and avoid undesired things?
Unit-2	
39.	The product must be safe and reliable during use and must work under normal as well as adverse condition is
40.	Which of these are not the historical perspective of testing
41.	Which of these are included in good testing?
42.	_____ is one way of doing the complete mapping for the software.
43.	Which of these are the problems with requirement traceability?
44.	When an application can be traced from requirement through design and coding till test scenario, test cases and test results, it is termed as _____
45.	One must be able to go from requirements, design, coding and testing to reach the test result. Reverse must also be possible in _____
46.	What type of skill is needed by Tester for presenting test results and tell development team about the present status of application?
47.	Which of these skills of Testers can convert testing into effective testing?
48.	In which type of testing the original program is changed and some defects are added deliberately.
49.	It may be possible that due to existence of certain defect few more defects are introduced or seen by the tester. This is known as
50.	Which term is derived from the engineering set up of mass production?
51.	Evaluation of testing process to compare the achievements as defined in test objectives is done in _____
52.	If 'check processes' find that 'do processes' are not able to achieve the objectives defined for them, it must follow_____
53.	_____talks about product
54.	Who does unit testing?
55.	"us" vs "them" mentality is a disadvantage of _____
56.	_____is a challenging job
57.	What is prevention based?
58.	Which of the following is included in validation?
59.	Which of the following is included in validation?
60.	Cost of prevention in testing includes
61.	Which cost is spent in actually doing verification and validation activities?
62.	An issues identified while reviewing own document is termed as _____
63.	An issues identified internally or in unit testing is termed as _____
64.	An issue identified in black box testing or by customer is termed as _____
65.	Test plan is generally developed by _____
66.	Defects found as early as possible can reduce _____
67.	Main purpose of testing
68.	Which of these is a combination of black box and white box testing?
69.	Which of these techniques are not used in white box testing?
70.	Which testing is done on the basis of internal structure of software?
71.	Which testing is used to test the behaviour of an application?
72.	Root cause analysis is needed to initiate _____action
73.	Which of these methods can show that software is living and it really works?
74.	Which of the following testing is used in highly matured organization?
75.	_____ testing is used to test the capability of test program and test cases to find defects.
Unit 3	
76.	Boundary Value Testing is also called as _____.
77.	Boundary Value Analysis is based on_____ fault assumption.
78.	The number of test cases for normal boundary value analysis is calculated as _____.
79.	The number of test cases for robust boundary value analysis is calculated as _____.
80.	_____ testing tends to find error near the extreme values of an input variable.
81.	min, min+, nom, max-, max are the values that are used in _____ boundary value testing.
82.	min-, min, min+, nom,max-, max, max+ are the values that are used in _____ boundary value testing.
83.	The cartesian product of min, min+, nom, max-, max are used in _____ boundary value testing.
84.	The cartesian product of min-, min, min+, nom, max-, max, max+ are used in _____ boundary value testing.
85.	Worst case boundary value testing can generate _____ test cases.

86.	Robust Worst case boundary value testing can generate _____ test cases.

87.	One of the fields on a form contains a text box that accepts numeric values in the range of 18 to 25. Identify the invalid Equivalence class.
	     a. 17
	     b. 19
	     c. 24
	     d. 21

88.	In an Examination, a candidate has to score a minimum of 24 marks in order to clear the exam. The maximum that he can score is 40 marks. Identify the Valid Equivalence values if the student clears the exam.
	     a. 22,23,26
	     b. 21,39,40
	     c. 29,30,31
	     d. 0,15,22

89.	One of the fields on a form contains a text box that accepts alphanumeric values. Identify the Valid Equivalence class.
	     a. BOOK
	     b. Book
	     c. BooO1K
	     d. Books

90.	A decision Table has _____ portions.

91.	A decision table _____.
	     a. represents the information flow
	     b. documents rules, that select one or more action, based on one or more conditions, from a set of possible condition
	     c. gets an accurate picture of the system
	     d. shows the decision path

92.	In decision table,the part to the left of vertical line is the _____ portion.
93.	In decision table,the part to the right of vertical line is the _____ portion.
94.	In decision table,the part above the horizontal line is the _____ portion.
95.	In decision table,the part below the horizontal line is the _____ portion.
96.	In decision table, don't care entries are marked by _____ sign.
97.	The number of independent paths from the source node to sink node is given by cyclomatic complexity formula_____.
98.	The cyclomatic complexity for strongly connected graph is calculated as _____.
99.	Boundary valueanalysis belongs to _____.
100.	A particular text field accepts only alpha characters. Which of the following is invalid equivalence partition?
101.	The word weak in Weak Normal Equivalence class testing stands for _____fault assumption.
102.	The word strong in Strong robust Equivalence Class testing stands for _____ fault assumption.
103.	_____ graph is a graphical representation of the source code of a program.
104.	In Program Graph, _____ of a program are represented by nodes.
105.	In Program Graph, flow of control is represented by _____.
106.	In Normal Boundary Value Testing, test cases are calculated by formula 4n+1, so 1 in the formula stands for _____ value.
107.	In Normal Boundary Value Testing, test cases are calculated by formula 4n+1, so n in the formula stands for total number of _____ used.
Unit 4	

108.	Which of the following is not an official way of review?
	     a. Self-Review
	     b. Peer Review
	     c. Audit
	     d. Inspection

109.	Which of the following is a semi-formal type of review?
	     a. Self-Review
	     b. Peer Review
	     c. Audit
	     d. Inspection

110.	Which of the following is the most informal type of review?
	    a. Self-Review
	    b. Peer Review
	    c. Audit
	    d. Inspection

111.	Which is the formal review based on samples?
	    a. Walkthrough
	    b. Self- Review
	    c. Peer review
	    d. Audit

112.	_____ is the person responsible for getting the work product inspected.
113.	_____ is the person who has created the artifacts.
114.	_____ testing involves testing of many units by combining them together to form a submodule or module, as the case may be.
115.	_____ testing involves testing of software with the environmental factors such as database, operating system.
116.	End-to End Testing is carried out in _____ testing
117.	_____ testing is generally done by the users and/or customers to understand whether the software satisfies their requirement or not.
118.	_____ testing represents the testing done by the customer in development environment in front of the development team.
119.	_____ testing represents a business pilot where testing is actually conducted by customer in production / semi-production environment.
120.	_____ testing is used for limited liability testing at selected places.
121.	The first phase of developing a product or a project is _____ in software development verification and validation activities.
122.	_____ review is retrospection process.
123.	Verification is able to find about _____ % of the defects.
124.	_____ testing is done to check whether the application is alive or not.
125.	_____ testing is done to check whether the major functionalities of an application are available to the users or not.
126.	_____ can confirm that the work product has followed the processes correctly as defined by organisation or customer.
127.	Defects found in _____ review can help in self -education and self- improvement.
128.	_____ review can be code review done by a fellow developer.
129.	_____ is more formal than peer review but less formal than inspection
130.	_____ is the person who documents all the issues, problems that are identified during the meeting.
131.	_____ approach is used for system, integration and acceptance testing.
132.	_____ is also called "facilitator" as he facilitates the entire process.
133.	Validation Model is also called as _____ model.
134.	Verification and validation Model is also called as _____ model.

135.	Which of the following is not a verification technique.
	    a. Integration Testing
	    b. Peer Review
	    c. Audit
	    d. Walkthrough

136.	Verification is also known as _____.
137.	Validation is also known as _____.
138.	Technical review is a part of _____.

139.	Which of the following is not a White box testing method.
	    a. Statement Coverage
	    b. Error Guessing
	    c. Path Coverage
	    d. Condition Coverage

140.	Which of the following is not a Black box testing method?
	    a. Smoke Testing
	    b. Sanity Testing

	c. Peer Review
	d. Unit Testing
141.	Specifying requirements is the role and responsibility of _____.
142.	_____ testing involves end-to-end testing of a system to find the behaviour of a sytem with respect to expectations.
143.	Inspection Team may be of _____ people.
144.	_____ is the person responsible for getting the work product inspected.
145.	Reviews conducted while different phases of SDLC are going on are defined as _____ review.
146.	Reviews that are conducted after the project is over and delivered to the customer is called as _____.
147.	Domains which are linear, complete and systematic are called as _____.
148.	Domains which are nonlinear, not systematic are called as_____.
149.	Alpha Testing is done by testers in front of the _____ to show that the software is working.
150.	Marketing demonstration and piloting of an application is done in _____ testing.

Security in Computing

Unit 1	
1.	The government security model was _____
2.	The academic security model was _____
3.	The 3 D's of security are
4.	_____ is the desire to protect information
5.	_____ is knowing about a security breach or incident
6.	_____ is an effective method to reduce frequency of security compromises
7.	How many components form a security program?
8.	A _____ provides a perspective on current risks to the organisation's assets
9.	What is a plan of action for how to implement the security remediation plans known as?
10.	Name the plan that comprises of the actions that should be taken when a security event occurs.
11.	Which type of link attracts the greatest number of attacks?
12.	Select the term used to describe where a threat originates and the path it takes to reach a target
13.	_____ arrive in documents, executable files and emails
14.	What is the damage routine of a virus called?
15.	Girlfriend Exploit is a _____
16.	What is a self-replicating program that uses other host files or code to replicate known as?
17.	Viruses placing themselves at the end of a file are called _____ viruses.
18.	Name the malware that appears in people's inboxes as messages and file attachments from friends, strangers, and companies.
19.	Which malware infects a host and waits for their originating attacker's commands telling them to attack other hosts?
20.	What does RAT stand for?
21.	What does APT stand for?
22.	Which attacks include any exploit directed at the applications running on top of the OSI protocol stack?
23.	SQL injection attack is a type of _____
24.	What is a layered defence model also called?
25.	Which of the following is an advantage of the layered security approach?
26.	Which of the following is a best practice for defence?
27.	Which model ensures perimeter security?
28.	Which model fails to address inside threats and does not provide protection against perimeter breach?
29.	What does CIA stand for?
30.	Which term refers to the restriction of access to data only to those who are authorized to use it?
31.	Which term refers to the assurance that the data has not been altered in an unauthorized way?
32.	Which term refers to the "uptime" of computer-based services?
33.	What are definitions of trust levels of networks and computer systems are known as?
34.	A _____ virus takes up CPU cycles and storage space.
35.	Which type of attack is password cracking?
36.	Which one of the following is considered as a best practice for defence?
37.	ARP poisoning is a type of _____ attack.
38.	_____ is a recognised variant of malicious mobile code.
39.	What is the objective of a security program?

40.	Strategy and tactics are _____.
41.	Spear phishing is a type of _____.
42.	Identify the attack where an application injects a specially crafted layer two and layer three packet onto the network repeatedly.
43.	Which of the following is one of the common wireless attacks?
44.	Packet sniffing and Protocol anomaly attacks are examples of which type of attacks?
45.	Risk analysis involves identifying and evaluating _____.
46.	Which of the following involves the use of sophisticated malware for targeted cybercrime?
47.	Name the attack done by using encoded character schemes, numerous backslashes (\), and periods.
48.	In which type of attack are Address Resolution Protocol (ARP) requests responded with the attacker's MAC address?
49.	What are the viruses that infect both boot sectors and program files called?
50.	Which of the following type of virus overwrites the host code with its own code?
51.	Which security control blocks security threats before they exploit a vulnerability?
52.	What is the security control that restores the availability of a service known as?
53.	What is the day-today practices of the individuals and technologies assigned to the protection of assets called?
54.	Name the term that decides that the risk does not require any action.
55.	The _____ must try to cover all possible vulnerabilities.
56.	_____ allows greater refinement of access control based on the audience for each system.
57.	Which models allow a broad, enterprise-wide view of networks, systems, and data communications?
58.	_____ allow a broad, enterprise-wide view of networks, systems, and data communications.
59.	The key to a _____ is that it does not directly modify another host code to replicate.
60.	Which of the following works by posing as legitimate programs that are activated by an unsuspecting user?
Unit-2	
61.	A _____issues, catalogs, renews, and revokes certificates under the management of a policy and administrative control.
62.	The trust between the hierarchies is required or if you need to establish trust between two hierarchies belonging to different organizations. This is known as _____.
63.	Which of the following is an example of Stream Cipher?
64.	An example of block cipher is _____.
65.	NAS stands for _____.
66.	The characteristic of _____ is that the accessibility of the host to the LUNs which is defined by the switch port.
67.	This refers to an unauthorized interception of network traffic for the purpose of gaining information intentionally.
68.	_____ are designed to automatically be "fired" whenever specification actions take place within a database.
69.	_____ Specifies that a user or role will have access to perform a specific action.
70.	A _____ is a logical relational database object that refers to one or more underlying database tables.
71.	Which process process by which people prove who they are?
72.	What is the full form of SSO?
73.	Kerberos is a network authentication system based on the use of _____.
74.	A plaintext copies of the timestamp accompany a login request, is sent to the Kerberos authentication server (AS)—this is the KRB_AS_REQ message. This process is known as_____.
75.	Which of the following keys use a passphrase (sequence of words or other text used to control access to a computer system,) to generate one-time passwords?
76.	A _____ is the mechanism an array uses to present its storage to a host operating system.
77.	Diffie-Hellman is an example based on which cryptography?
78.	_____ is an attempt to trick a victim into disclosing personal information.
79.	Which of the following creates a protected zone where only identified devices within that zone can communicate with each other?
80.	What is the other name of "Data Tampering"?
81.	An _____ is any unexpected downtime or unreachability of a computer system or network.
82.	This process determines what user can do. It should always be done in accordance with the principle of least privilege giving each person only the amount of access user requires to be effective in the job function. It is known as _____.

83.	Which of the following type of authentication refers to using two or more methods of checking identity?
84.	Which technique will simply rearrange the order of the letters in a message and the rearrangement had to follow some order where the recipient would not be able to restore the message?
85.	Caesar Cipher is an example of _____ method.
86.	Which encryption method is done by simply replacing each character in a message with another character?
87.	DES, is a block cipher that uses _____ rounds of activity against a 64-bit block of data.
88.	A _____ is a list of digital certificates that have been revoked by the issuing Certificate Authority (CA) before their scheduled expiration date and should no longer be trusted.
89.	Which database command removes any current permissions settings for the specified users or roles?
90.	Which type of backup consists of making a complete copy of all the data in a database?
91.	Which database command will prevent a user or role from performing a specific action?
92.	Which type of backup consists of copying all the data that has changed since the last full back up?
93.	VPN stands for _____.
94.	What type of backups can greatly reduce the amount of disk storage space and backup time required to protect large databases?
95.	What kind of database is characterized by having a high level of data modification (inserting, updating, and deleting rows) and optimized to support dynamically changing data?
Unit 3	
96.	The _____ layer sits between the core and the access layers.
97.	Which layer forms the network backbone and is focused on moving data as fast as possible between distribution layers?
98.	Which layer is used to aggregate access-layer traffic for transmission into and out of the core?
99.	Which layer is composed of user networking connections?
100.	What is the opposite of availability of a service?
101.	Which of the following is a key network design strategy?
102.	The _____ consists of all the external-most points of the internal network and is a definable inner boundary within the electronic security perimeter.
103.	_____ provide a means to protect data while it travels over an untrusted network.
104.	Layer two addresses are called _____ address.
105.	Layer three addresses are called _____ address.
106.	Switches are layer ____ devices.
107.	Routers are layer ___ devices.
108.	Which functionality on switches helps in reducing a network's exposure to ARP poisoning attacks?
109.	_____ works by forging replies to ARP broadcasts.
110.	Which routing protocols are more simplistic, and better suited for smaller networks?
111.	Which routing protocols were developed to address the specific needs of larger networks?
112.	_____ can be used on edge or border routers to drop obviously unwanted traffic.
113.	The main purpose of an _____ is to provide internal users with access to applications and information.
114.	_____ provides a centralized mechanism for monitoring and configuration.
115.	_____ are application networks that are controlled by an organization and made available to trusted external parties.
116.	What does ACL stand for?
117.	What does AAA stand for?
118.	What Echo requests and replies commonly known as?
119.	Which one of the following is the most popular and important tool used to secure networks?
120.	_____ is one of the core functions of a firewall.
121.	Which of the following is a strength of the firewall?
122.	In the firewall configuration, the most active rules are set near the _____ of the rule set.
123.	Rogue Access Point is a type of _____ attack.
124.	What is the minimum number of sensors involved in Triangulation?
125.	There are in all ____ generations of firewalls.
126.	_____SSID is a feature of many higher-end wireless access points and bridges.
127.	A _____ is an unsanctioned wireless access point connected to your physical network.
128.	An accidental association to a malicious wireless network is referred to as _____.
129.	_____ allows one host to respond to ARP requests on behalf of the real host.
130.	Patching is considered as one of the steps to _____ the network.
Unit 4	

131.	_____ is the process of monitoring for and identifying specific malicious traffic.
132.	DoS stands for _____.
133.	Which of the following IDS is installed on the host and is intended to monitor?
134.	Which type of IDS work by capturing and analyzing network packets on the wire and protect a group of computer hosts, or monitor an entire network?
135.	Which of the following is one of the VoIP components?
136.	SIP stands for _____.
137.	_____is new discipline in the telephony space, that can help automate the process of getting the high-quality information and need to tell quickly if there is any security problem related to the phone system.
138.	The sequence number used in TCP connections is a _____bit number.
139.	It is a list is defined as a table that tells a computer operating system which access rights each user has to a system object, such as a file directory or an individual file.
140.	Microsoft created a framework to explain its objectives: its products be secure by design, secure by default, and secure in _____._____
141.	SYN flooding takes advantage of the _____ handshake in TCP in establishing a connection.
142.	_____ provides an entity or object with access privileges it can pass to other entities depending on the context in which they are used.
143.	In which year "Bell-La Padula" model was published?
144.	_____is known as a reversed version of Bell-La Padula.
145.	_____ maintains the access control policy, it does not actually change the access control information; it only provides information about the policy.
146.	Which IDS detection model work by using databases of known bad behaviours and patterns?
147.	The goal of _____ is to be able to detect a wide range of malicious intrusions, including those for which no previous detection signature exists.
148.	When signatures and rules are collected into larger sets it is called as _____.
149.	Which IPS can drop packets, reset connections, and route suspicious traffic to quarantined areas for inspection.
150.	In IDS management if the central console attempts to organize distinct multiple events into a smaller subset of related attacks, it is known as event. _____.
151.	In IDS management with more than one IDS agent, reporting captured events to a central console is crucial and this process is known as event _____.
152.	_____ an IDS means doing three things: increasing inspection speed, decreasing false positives, and using efficient logging and alerting.
153.	Which platforms take the log files, find commonalities (such as attack types and threat origination), and summarize the results for a particular time period i.e. all logs and alerts from all IDSs, perimeter firewalls, personal firewalls, antivirus scanners, and operating systems can be tied together?
154.	Which VoIP component is also known as "The brain" of the operation?
155.	What is the full form of MCU?
156.	Which of the following is morphed into "contact centres" and "centres of excellence." in VoIP?
157.	_____ means a weakness that has not yet been used to compromise a perimeter, whereas _____ is a compromised vulnerability.
158.	Which one is a component for Audio-visual and Multimedia Systems?
159.	SMS stands for _____.
160.	Which of the following is a computer-based switch that can be thought of as a local phone company?
161.	Which security model is based on accepted business practices for transaction processing, which also articulates the concept of well-formed transactions that perform steps in order to authenticate the individuals who perform the steps?
162.	_____ labels are used to define the level of data classification and are composed of a sensitivity level and number of sensitivity categories.
163.	Which of the following labels is composed of an integrity grade and some number of integrity divisions?
164.	A _____ defines a standard set of security requirements for a specific type of product operating systems, databases, or firewalls. These profiles form the basis for the Common Criteria evaluation.
165.	Which of the following is one of the goals of Trustworthy Computing?
166.	In TCSEC (*Trusted Systems Security Evaluation Criteria) rating A1 is for _____.
167.	Which of the following is not the elements of effective reference monitor?
168.	_____ are security-related information associated with objects such as files, processes, or devices.

169.	A file-integrity HIDS that takes a cryptographic hash of important files in a known clean state and then checks them again later for comparison if any changes are noted the HIDS alerts the administrator that there may be a change in integrity. This type is also called as _____.
170.	SPAN is the abbreviation of _____.

Business Intelligence

Unit 1	
1.	_____ is made up of a set of components that are in some way connected to each other so as to provide a single collective result and a common purpose.
2.	_____measurements express the level of conformity of a given system to the objectives for which it was designed
3.	_____ represents a structured codification of single primary entities
4.	_____ is the outcome of extraction and processing activities carried out on data
5.	In the first stage date is kept in various _____ of heterogeneous types
6.	_____ tools perform the passive business intelligence analysis which consists of query and reporting systems
7.	_____ is the purpose of extracting information and knowledge from data
8.	During _____ phase it is necessary to recognize and spell out the problem in hand
9.	_____ phase allows the decision makers to understand problem better and more deeply at hand
10.	During _____ phase knowledge obtained as a result of the insight phase is converted into decisions
11.	The _____ phase of business intelligence cycle involves performance measurement and evaluation
12.	The _____ phase includes two sub phases and is aimed at deriving a provisional plan of the overall architecture
13.	The _____ phase includes two sub phases and is aimed at deriving a provisional plan of the overall architecture
14.	The _____ stage includes a sub-phase where the functions of the business intelligence system are defined and described in greater detail
15.	A _____ is an interactive computer-based application that combines data and mathematical models.
16.	_____ is made up of set of components that are in some way connected to each other so as to provide a single collective result
17.	_____ measurements highlight the relationship between the input flows used by the system
18.	_____ factors are aimed at the minimization of the costs and maximization of the profits
19.	_____ factors specify the options that must be discarded if no feasible technically
20.	_____ factors imply that before adopting any choice the decision makers should verify whether it is compatible with legislation in force
21.	_____ phase the decision maker has to identify, circumscribe and explicitly define the problem that emerges in the system under study
22.	In _____ phase actions aimed at solving the identified problem should be developed and planned
23.	A decision is _____ if it is based on a well-defined and recurring decision-making procedure
24.	Decisions are _____ when they affect the entire organization or at least for a substantial part of it for a longer period of time
25.	_____ decisions affect only a part of the enterprise and are usually restricted to a single department
26.	The activity of providing support to knowledge workers through the integration of decision-making processes and enabling information technologies is usually referred to as _____
27.	_____ models that allow us to determine the best solution out of a set of alternative actions, which is usually fairly extensive and sometimes even infinite.
28.	_____are significant enabling factors that have facilitated the development of business intelligence systems within enterprises and complex organizations.
29.	_____ play a key role in information enhancement and knowledge extraction from the data available inside most organizations
30.	_____assets of an organization are built up by the competencies of those who operate within its boundaries, whether as individuals or collectively.
31.	At the top of the pyramid of components of business intelligence systems we have _____
32.	Identification of business needs comes under the _____phase of business intelligence
33.	Infrastructure recognition comes under the _____ phase of business intelligence
34.	Project macro planning comes under the _____ phase of business intelligence

35.	Detailed Project Requirements are under the _____ phase of business intelligence
36.	Development of a prototype is done under the _____ phase of the business intelligence
37.	_____ factor implies that a decision should abide by the ethical principles and social rules of the community to which the system belongs.
38.	_____ factor implies that a decision may be considered ideal from an economic, legal and social standpoint, but it may be unworkable due to cultural limitations of the organization in terms of prevailing procedures and common practice
39.	_____ factor states that the decision maker must also assess the political consequences of a specific decision among individuals, departments and organizations.
40.	When the best alternative has been selected by the decision maker, it is transformed into actions by means of an _____ plan.
Unit 2	
41.	_____ model is a material representation of a real system whose behaviour is imitated for the purpose of analysis
42.	_____ model is an abstract representation of a real system
43.	_____ model consider a given system and the related decision-making process within one single temporal stage
44.	_____ models arise naturally in decision making process where a set of limited resources must be allocated in most effective way to different entities
45.	_____ models allow the performance of the system to be evaluated once its structure has been defined
46.	_____indicates the process of exploration and analysis of a dataset to find regular patterns
47.	_____ term refers to the overall process consisting of data gathering and analysis, development of inductive models
48.	_____ term is reserved for the variety of mathematical models and methods that can be found at the core of each data
49.	The purpose of _____ is to identify regular patterns in the data and to express them through certain rules and criteria that can be easily understood by the experts
50.	The purpose of _____ is to anticipate the value that a random variable will assume in future
51.	Identification of customer segments that are most likely to respond to marketing campaigns is an application of _____
52.	_____ is another field of application of data mining which deals with illegal use of credit cards, false claims etc
53.	The purpose of _____ is to estimate the risk connected with future decisions which often assume dichotomous form
54.	_____application of data mining can be applied to different kinds of texts which represent unstructured data in order to classify articles, books, documents
55.	_____ application of data mining deals with treatment and classification of digital images
56.	_____ applications are intended for the analysis of e-commerce sites or evaluating e-learning training course
57.	The input to the data mining analysis takes the form of a two-dimensional table called _____
58.	_____assume a finite number of distinct values representing a qualitative property of an entity to which they refer
59.	_____attributes are categorical attributes without a natural ordering, such as the province of residence
60.	_____attributes are numerical attributes that assume a finite number or a countable infinity of values
61.	_____attributes are numerical attributes that assume an uncountable infinity of values
62.	_____also known as affinity groupings, are used to identify interesting and recurring associations between groups of records of a dataset.
63.	Data may contain erroneous or anomalous values, which are usually referred to as outliers or _____
64.	_____is a technique to discard all records for which the values of one or more attributes are missing
65.	In _____technique missing values of an attribute may be replaced with the mean of the attribute calculated for the remaining observations.
66.	An _____ model is also a material representation, although it imitates the real behaviour by analogy rather than by replication imitates the real behaviour by analogy rather than by replication
67.	In a _____ model some input information represents random events and is therefore characterized by a probability distribution, which in events and is therefore characterized by a probability distribution, which in turn can be assigned or unknown

68.	A _____model is called deterministic when all input data are supposed to be known a priori and with certainty
69.	_____models consider a given system through several temporal stages, corresponding to a sequence of decisions
70.	Symbolic variables representing alternative decisions should then be defined using _____
71.	_____ models play a primary role in business intelligence systems, since they are logically placed upstream with respect to other mathematical models and, more generally, to the whole decision-making process
72.	The purpose of _____ model is to understand the mechanisms that regulate the development of intelligence, understood as the ability to extract knowledge from past experience in order to apply it in the future
73.	_____ methods are based on the contributions of various disciplines, such as business organization, behavioural psychology and operations research
74.	In _____ decision makers formulate a hypothesis that then has to be confirmed on the basis of sample evidence
75.	In _____ knowledge workers express some intuition on which they base extraction, reporting and visualization criteria
76.	_____ projects, are capable of playing an active role by generating predictions and interpretations which actually represent new knowledge available to the users
77.	_____ are an invaluable tool within the medical field for the early detection of diseases using clinical test results
78.	The _____ in the dataset correspond to the observations recorded in the past and are also called examples, cases, instances or records
79.	_____ are categorical attributes in relation to which a specific property can be true or false
80.	In a _____ problem a set of observations is available, usually represented by the records of a dataset, whose target class is known
Unit 3	
81.	_____ models are supervised learning methods for predicting the value of a categorical target attribute
82.	The task of _____ is to extract random vectors of examples according to an unknown probability distribution
83.	The _____ returns for each vector of examples the value of the target class according to a conditional distribution
84.	A classification _____ also called a classifi*er* chooses a function in the hypothesis space so as to minimize a suitably defined loss function.
85.	During the _____ phase, the classification algorithm is applied to the examples belonging to a subset T of the dataset D
86.	In the _____ phase, the rules generated during the training phase are used to classify the observations of D not included in the training set, for which the target class value is already known.
87.	The _____ phase represents the actual use of the classification model to assign the target class to new observations that will be recorded in the future
88.	_____ methods make use of classification procedures based on simple and intuitive algorithms.
89.	_____ models divide the attribute space Rn into H disjoint regions {$S1, S2, . . . , SH$ }, separating the observations based on the target class.
90.	_____ models for the prediction of continuous target variables, make an explicit assumption concerning the functional form of the conditional probabilities
91.	In _____ models, a hypothesis is formulated regarding the functional form of the conditional probabilities
92.	A classification method has _____ if the classification rules generated, as well as the corresponding accuracy, do not vary significantly as the choice of the training set and the test set varies, and if it is able to handle missing data and outliers.
93.	The _____of a classifier refers to its ability to learn from large datasets, and it is inevitably related to its computation speed
94.	The _____ estimation method involves subdividing the m observations available into two disjoint subsets T and V, for training and testing purposes respectively, and then evaluating the accuracy of the model through the accuracy acc$A(V)$ on the test set.
95.	The method of _____ guarantees that each observation of the dataset D appears the same number of times in the training sets and exactly once in the test sets

96.	_____ charts allow the user to visually evaluate the accuracy of a classifier and to compare different classification models.
97.	A tree is said to be _____ classification tree if each node has at most two branches
98.	A tree is said to be _____ if each node has an arbitrary number of branches.
99.	For _____ trees the splitting rule is based on the value assumed by a single explanatory attribute
100.	_____ develop a subdivision of the given dataset into a predetermined number K of non-empty subsets.
101.	_____ carry out multiple subdivisions into subsets, based on a tree structure and characterized by different homogeneity thresholds within each cluster and inhomogeneity thresholds between distinct clusters.
102.	_____ derive clusters from the number of observations locally falling in a neighbourhood of each observation
103.	_____ first derive a discretization of the space of the observations, obtaining a grid structure consisting of cells
104.	The _____ algorithm receives as input a dataset D, a number K of clusters to be generated and a function dist$(\mathbf{x}i$, $\mathbf{x}k)$ that expresses the inhomogeneity between each pair of observations, or equivalently the matrix $\mathbf{D}$ of distances between observations
105.	_____ methods are *bottom-up* techniques in which each single observation initially represents a distinct cluster.
106.	In a _____ problem, we have a dataset D containing m observations described in terms of n explanatory attributes and a categorical target attribute
107.	The explanatory attributes in classification problem is called _____ variables, may be partly categorical and partly numerical
108.	In classification method the _____ of a model is an indicator of its ability to predict the target class for future observations and to compare different models in order to select the classifier
109.	In classification method _____ decides the computation times for a particular dataset
110.	The classification analysis is _____ if the rules generated are simple and easily understood by knowledge workers and experts in the application domain
111.	The _____ method involves replicating the holdout method a number r of times
112.	If the number of accurate predictions and the type of error committed should be accounted then for this purpose, it is useful to use _____
113.	_____ charts allow the user to visually evaluate the effectiveness of a classifier
114.	The _____ charts measure corresponds to the intuitive idea of evaluating the accuracy of a classifier based on the density of positive observations inside the set that has been identified based on model predictions
115.	_____ is the component of decision tree in which for each node of the tree it is necessary to specify the criteria used to identify the optimal rule for splitting the observations and for creating the descendant nodes.
116.	At each node of the decision tree different _____ are applied to establish whether the development should be continued recursively, or the node should be considered as a leaf
117.	It is appropriate to apply _____ to avoid excessive growth of the tree and to reduce the number of nodes after the tree has been generated
118.	For _____ trees the partition of the observations at a given node is based on the value assumed by a function of the attributes
119.	_____ trees are also referred to as oblique decision trees, as they generate polygonal partitions of the space of the observations by means of separating hyperplanes
120.	_____ also called belief networks, allow the hypothesis of conditional independence of the attributes to be relaxed, by introducing some reticular hierarchical links
Unit 4	
121.	Decision making options for a relational marketing strategy are _____
122.	Components of relational marketing strategy are _____
123.	_____ involves the analysis of the content of web pages to extract useful information
124.	The aim of _____ type of analysis is to explore and understand the topological structure of the web
125.	Analyses aimed at _____ are certainly the most relevant from a relational marketing standpoint, since they explore the paths followed by navigators and their behaviours during a visit to a company website
126.	_____ sales activities take place at one or more sites managed by a company supplying some products or services, where customers go to make their purchases

127.	In _____ sales, agents of the supplying company go to the customers' homes or offices to promote their products and services and collect orders.
128.	_____ sales are carried out through a series of contacts by telephone with prospective customers
129.	The Decision-making process of sales force management has the following types
130.	Salesforce _____ is dealt with during the start-up phase of a commercial activity or during subsequent restructuring phases
131.	Decision-making processes for _____ purposes involve the assignment of sales resources, structured and sized during the design phase, to market entities
132.	The purpose of _____activities is to measure the effectiveness and efficiency of individuals employed in the sales network, in order to design appropriate remuneration and incentive schemes
133.	The _____ may take different forms, corresponding to hierarchical agglomerations of the agents by group of products, brand or geographical area.
134.	Sales network _____ is a matter of working out the optimal number of agents that should operate within the selected structure,
135.	Designing a _____ means grouping together the geographical areas into which a given region has been divided and assigning each territory to an agent.
136.	_____ play a key role in the formulation of models for designing and planning a sales network
137.	The aim of _____ is to determine the production volumes for each product over the *T* periods
138.	The term _____ refers to the possibility that a portion of the demand due in a given period may be satisfied in a subsequent period, incurring an additional penalty cost
139.	A first extension of the basic model deals with the possibility of resorting to _____ perhaps in the form of overtime, part-time or third-party capacity.
140.	The aim of _____is to initiate, strengthen, intensify and preserve over time the relationships between a company and its stakeholders,
141.	The _____ process requires the identification of new prospects, as they are potential customers who may be totally or partially unaware of the products and services offered by the company
142.	_____ actions can be directed to the most relevant segments, represented by high-value customers with the highest risk of churning.
143.	The term _____ refers to the attempt to sell an additional product or service to an active customer, already involved in a long-lasting commercial relationship with the enterprise
144.	It is possible to develop an _____ initiative, by persuading a customer to purchase an higher-level product or service, richer in functions for the user
145.	The purpose of _____ is to gain insight from the purchases made by customers in order to extract useful knowledge to plan marketing actions.
146.	Decision-making options for a relational marketing strategy are _____
147.	Network of relationships involved in a relational marketing strategy are _____
148.	The first step in the cycle of a relational marketing analysis is _____
149.	The second step in the cycle of a relational marketing analysis is _____
150.	The third step in the cycle of a relational marketing analysis is _____
151.	The fourth step in the cycle of a relational marketing analysis is _____
152.	_____involves allocating sales coverage units to individual agents so as to minimize a weighted sum of two terms, representing respectively the total distance between areas belonging to the same territory and the imbalance of sales opportunities for the agents
153.	The aim of the _____ is to identify the optimal number of calls to each customer or prospect located in the territory assigned to a specific agent
154.	The aim of the _____ is to determine for each period in the planning horizon the optimal number of mentions for each product belonging to the sales portfolio of a given agent
155.	The basic planning model deals with the representation of products with a complex structure, described as _____ where end-items are made by components that in turn may include other components
156.	_____ is a managerial policy whose purpose is to maximize profits through an optimal balance between demand and supply
157.	The purpose of _____ is to compare the operating performance of a set of units such as companies, university departments, hospitals, bank branch offices, production plants, or transportation systems
158.	The _____ also known as production function, expresses the relationship between the inputs utilized and the outputs produced

159.	The formation used for the choice of the optimal system of weights involves solving a mathematical optimization model whose decision variables are represented by the weights associated with each output and input is _____
160.	DEA identifies for each inefficient unit a set of excellent units, called a _____ which includes those units that are efficient if evaluated with the optimal system of weights of an inefficient unit

Principles of Geographic Information Systems

Unit 1	
1.	Triangle or polygon is _____ simplex.
2.	_____ time marks a point on the time where events happen.
3.	In order to better understand representation of phenomena and output from any analysis, we can use GIS to create _____.
4.	What do mean by spatial data?
5.	Choice of representing geographic phenomena depends on _____.
6.	_____ is the scientific field that attempts to integrate different disciplines studying the methods and techniques of handling spatial information.
7.	Which of the following is true about classification of objects in GIS?
8.	_____ is responsible for collecting topographic data for the entire country following pre-set standards.
9.	Successful spatial analysis requires appropriate _____.
10.	Which of the following relationship - Point : (1-simplex), Line : (2-simplex), Triangle : (0-simplex), Tetrahedrons : (3-simplex) is correct?
11.	_____ can be informally defined as a model of space in which locations are represented by coordinates—(x,y) in 2D; (x,y,z) in 3D—and distance and direction can defined with geometric formulas.
12.	In a _____ field, the underlying function is assumed to be mathematically smooth, meaning that the field values along any path through the study area do not change abruptly, but only gradually.
13.	Which one of the following is true for regular raster?
14.	In a _____ tessellation, the cells are of the same shape and size.
15.	Quad tree is an example of _____ tessellation.
16.	Which of the following is true for the rule of topological consistency in 2D space?
17.	What are the two abstractions of Real world Objects in GIS?
18.	What is the full form of DEM?
19.	A _____ is a reference tool that shows the outlines of selected natural and man-made features of the Earth.
20.	Which of the following is the source of information for GIS?
21.	Which is an example of Man-made Geographical phenomena?
22.	A surface divided into equilateral triangles, squares and hexagons are examples of _____.
23.	Data comprised of lines or arcs is called _____.
24.	In vector data, the basic units of spatial information are _____.
25.	Which data records the change in characteristic of a place over time?
26.	In GIS, Elevations is an example of _____.
27.	A _____ might be interested in the impact of slash-and-burn practices on the populations of amphibian species in the forests of a mountain range to obtain a better understanding of long-term threats to those populations.
28.	Which of the following is raster representation technique?
29.	A _____ might want to identify the best localities for constructing buildings in an earthquake-prone area by looking at rock formation characteristics.
30.	_____ contains positional values such as (x,y) co-ordinate values in 2D.
31.	A representation of some part of the real world can be considered as a _____ because the representation will have certain characteristics in common with the real world.
32.	A_____ is a miniature representation of some part of the real world.
33.	Spatial databases' are also known as _____.
34.	_____ is the science and art of map making, functions as an interpreter, translating real world phenomena into correct, clear and understandable representations for our use.

35.	Temporal Accuracy means _____.
36.	_____ field divide the study space in mutually exclusive, bounded parts, with all location in one part having the same field value.
37.	Nominal and categorical data values are _____ Data.
38.	_____ Boundaries are common in man-made phenomena.
39.	_____ deals with spatial properties that do not change under certain transformation.
40.	_____ Boundaries are common in natural phenomena.

Unit-2

41.	How we can create a relationship between two tables?
42.	SDSS stands for _____.
43.	Which one of the following is not functional component of GIS?
44.	Which of the following device can be used to create hard copy of map data?
45.	_____refer to hardware and software components which can process, store and transfer data.
46.	Attribute projection operation can work on _____ input relation/relations.
47.	SDI Stands for _____.
48.	A row in a table is also known as _____.
49.	Standards relating to geodatabases are released by _____.
50.	_____works like a tuple formatter.
51.	_____takes two input relations and produces one output relation.
52.	LAN stands for _____.
53.	_____is closely related to the disciplines of surveying engineering, photogrammetry, remote sensing, and the processes of digitizing.
54.	For Automatic digitizing device is _____.
55.	What is the full form of OGC?
56.	In most of the available systems, spatial data is organized in_____ .
57.	_____ data types describe an object through its boundary, thus dividing the space into parts that are occupied by the respective objects.
58.	Another name for Raster encoding is _____.
59.	GIS software packages accommodate spatial data storage using a _____approach.
60.	_____is a named field of a tuple, with which each tuple associates a value.
61.	_____subdivides space into (regular) cells square tessellation of dimension two or three.
62.	_____ of (spatial) data can best be defined as the combined activities to keep the data set up to date.
63.	What are the requirements while relation is created?
64.	What we called a set of tuple in a relation at some point in time ?
65.	While creating a table _____attribute can be considered as a key attribute
66.	For retrieving the data from database we need _____.
67.	How many query operators are there in Querying a relational database?
68.	_____allows tuples that meet the selection condition to pass and disallows tuples that do not meet the condition.
69.	How we can specify condition in SELECT command?
70.	While storing data into the table, primary key is represented in table by using_____
71.	Two unary query operators are _____and _____.
72.	_____provides storage of the relationships between features, including the creation and storage of topological relationships.
73.	Spatial data can be stored in a special database column called _____.
74.	Spatial object (whether they are points, lines or polygons)are automatically given a unique identifier by the system which is called_____.
75.	In _____data model the structures used to define the database are attributes, tuples and relations.
76.	When the data set is small what we can use for storing the data?
77.	What are the characteristics of DBMS?
78.	What is on the top priority while designing a database?

79.	Process spatial data to derive new geoinformation called_____.
80.	If our data set is still small and numeric by nature, what we can use for storing the data?
Unit 3	
81.	What is the NAVSTAR GPS?
82.	Which Time system is used for satellite positioning?
83.	An error related to the space segment is due to _____.
84.	GPS and GLONASS and Galileo are the _____.
85.	Galileo is the name of the _____.
86.	Data which is captured from the company or government for the processing is known as _____.
87.	_____ digitizing type in which the original map is fitted on a special surface.
88.	The process of distilling points, lines and polygons from a scanned image is called _____.
89.	As a line is composed of an infinite number of points, confidence limits can be described by a so-called _____ at a fixed distance on either side of the line.
90.	_____ describes the history of a data set.
91.	_____ involves checking for errors, inconsistencies, and simplification and merging existing spatial data sets.
92.	Which one is the part of interpolating continuous data?
93.	_____ is based on the notion that the spatial change of a variable can be described as a function of the distance between points.
94.	_____ converts vector data sets to raster data.
95.	Data which is captured indirectly from the environment is known as _____.
96.	A local horizontal datum is realized through _____. Such a network consists of monument points forming a network of triangular mesh elements.
97.	What are the two main reference surfaces have been established to approximate the shape of the Earth?
98.	The most important global (geocentric) spatial reference system for the GIS community is_____.
99.	GPS uses the _____ as its reference system.
100.	Lines of equal longitude called _____.
101.	What are the three hardware segments that involves in satellite-based positioning system set-up?
102.	At current which satellite-based positioning systems is in the implementation phase?
103.	Spatial Data Infrastructures which make the data available through what is sometimes called _____.
104.	_____is defined as background information that describes all necessary information about the data itself.
105.	_____ refers to an agreed upon ISO and OGC standards way of representing data in a system.
106.	_____error caused due to mis adjustment of instruments.
107.	What refers to whether there are data lacking in the database compared to what exists in the real world?
108.	If we are dealing with discrete data, we are effectively restricted to using _____ interpolation?
109.	The first step in the kriging procedure is to generate a _____.
110.	Moving window averaging is also called_____.
111.	What is the name of the process that is often applied to remove redundant or excess vertices representations?
112.	Which function is used to convert between data formats of different representations?
113.	In the case of vector data, attributes are assigned directly to the _____.
114.	Analogous to its positional and attribute components, the quality of spatial data may also be assessed in terms of its _____ accuracy.
115.	RMSE stands for _____.
116.	The information from aerial photos is obtained through _____ interpretation.
117.	Resolution the unit is_____.
118.	What are the two forms of digitizing?
119.	It is not always feasible to obtain _____data because of cost, available time hindrance.
120.	Line that coincides with the direction of gravity at any given point in space called _____
Unit 4	
121.	_____ functions allow the calculation of distances, lengths, or areas.
122.	Where do we use geometric distance to define the neighbourhood of one or more target locations?
123.	Which functions assume that the phenomenon spreads in directions, though not necessarily equally easily in all directions?

124.	Measuring distance between two features is another important function. If both features are points, say p and q, the computation in a Cartesian spatial reference system are given by _____.
125.	_____ allows the assignment of features to a class based on attribute values or attribute ranges. Based on reflectance characteristics found in a raster; pixels may be classified.
126.	Which measurement on spatial features includes counting distance and area size computations?
127.	What is the principle of buffer zone generation?
128.	_____ allow the combination of two or more spatial data layers comparing them position by position, and treating areas of overlap and of non-overlap in distinct ways.
129.	Finding Least cost path on a network called_____.
130.	Purpose of the model, methodology of the model, scale at which model works, these are the characteristics of _____.
131.	Example of Neighbourhood functions is _____.
132.	What is propositional calculus?
133.	_____ is a geometric property associated with polylines, by themselves, or in their function as polygon boundary.
134.	Thiessen polygon partitions make use of _____ for determining neighbourhoods.
135.	Which technique will generate a polygon around each target location that identifies all those locations that belong to that target?
136.	Measurements on raster data layers are simpler because of the _____ of the cells.
137.	What applies to polylines and polygons, and determines the minimal rectangle with sides parallel to the axes of the spatial reference system-that covers the features?
138.	In _____, one defines the selection condition by pointing at or drawing spatial objects on the screen display, after having indicated the spatial data layer(s) from which to select features.
139.	Input dataset may have itself been the result of classification called_____.
140.	Select all the land use areas of which the size is less than 400,000" is an example of _____.
141.	_____allow the retrieval of features that fall within a given search window. This window may be a rectangle, circle, or polygon.
142.	_____used to portray relief difference and terrain morphology in hilly and mountainous areas.
143.	_____ determine how a phenomenon spreads over the area, in principle in all directions, though with varying difficulty or resistance.
144.	_____functions work based on networks, including road networks, water courses in coastal zones, and communication lines in mobile telephony.
145.	_____is used to compute the points visible from a given location viewshed modelling or viewshed mapping using a digital terrain model.
146.	What is containment relationship?
147.	Target locations are of interest while determining the neighbourhood and is required while performing_____.
148.	_____overlay operations are useful, but geometrically complicated.
149.	What is user-controlled classification?
150.	_____function predicts unknown values using the known values at nearby locations.

IT Service Management

Unit 1	
1.	_____ is a set of specialized organizational capabilities for providing value to customers in the form of services.
2.	_____ is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.
3.	_____ is fitness for purpose and _____ is fitness for use.
4.	_____ is what the customer gets, and _____ is how it is delivered.
5.	_____ can span organizational and geographic boundaries, often in complex variants creating unique designs and patterns of execution.
6.	_____ is a set of coordinated activities combining and implementing resources and capabilities in order to produce an outcome, which, directly or indirectly, creates value for an external customer or stakeholder.

7.	_____ is a necessary condition for developing organizational capabilities.
8.	The _____ model is also applied in client/server models widely used in software design and enterprise architecture.
9.	_____ hides what is not the customer's concern and exposes as a service what is useful and usable to them.
10.	With _____, it is easier to make changes internal to the resource without adversely affecting utilization.
11.	_____ is a group of interacting, interrelated, or interdependent components that form a unified whole, operating together for a common purpose.
12.	Control processes is in which the value of the outcome has no influence on the process input are called _____ and the value of the outcome has influence (with or without some delay) on the process input in such a manner as to maintain the desired value are called _____.
13.	_____ are a way of structuring organizations to implement the specialization principle.
14.	What are measurable, have specific results and customers respond to specific events?
15.	_____ ensures the utility of the service is available as needed with sufficient capacity, continuity and security.
16.	_____ are considered intangible assets of an organization that cannot be purchased but must be developed and matured over time.
17.	A web of relationships that generates tangible and intangible value through complex dynamic exchanges through two or more organizations is termed as _____.
18.	A _____ is simply a bundle of assets meant to create value for customers in the form of goods and services.
19.	Strategy as a _____ defines the governing set of beliefs, values, and a sense of purpose shared by the entire organization and also sets the overall direction in which the service provider moves to fulfil its purpose and construct its performance anatomy.
20.	Resources are considered to be _____ assets of an organization.
21.	_____ service provider is embedded within a business unit like one IT organization within each of the business units.
22.	Which are the types of service strategy positions included in four P's of strategy?
23.	Warranty is stated in terms of the capacity, _____, continuity and security of the utilization of services.
24.	_____ is defined by a set of business outcomes, which can be facilitated by a service.
25.	The service portfolio represents the commitments and _____ made by a service provider across all customers and market space.
26.	What are the phases of Service Portfolio?
27.	_____ phase of service portfolio, consists of services presently active in the service operation phase and those approved to be readily offered to customers.
28.	_____ phase of service portfolio, consists of services under consideration or development but not available to the customer.
29.	_____ phase of service portfolio consists of phased out services.
30.	Organizational capabilities are shaped by _____ they are expected to overcome.
31.	Demand is tightly coupled with customer's _____.
32.	_____ is perceived as something to be avoided because of its association with threats.
33.	_____ is defined as uncertainty of outcome, whether positive opportunity or negative threat.
34.	_____ allows for development of in-depth knowledge, skills and experience.
35.	_____ can be improved with cooperation and control between teams and individuals.
36.	If you cannot measure it, you cannot manage it is the _____ Principle.
37.	The Deming Principle states - "If you cannot _____ it, you cannot _____ it."
38.	_____ is concerned with gathering information about exposure to risk.
Unit-2	
39.	The main purpose of the Service Design stage lifecycle is _____.
40.	What are the 4 P's of Service Design?
41.	Infrastructure, environment, data and applications are technology domains of _____.
42.	Which are the business drivers for an information system?
43.	Processes within service design fundamentals can be managed by _____.
44.	List the various Design activities.
45.	_____ are technology domains of Identifying service requirements.
46.	Business requirements should be analysed, and existing IT services and infrastructure should be reviewed in order to_____.
47.	What are the objectives of the Supplier Management process?

48.	A balanced design can be achieved by _____.
49.	What are the Key elements of Availability Management?
50.	What are the different types of Capacity Management?
51.	In order to Design Service Solutions, _____ should be analysed and existing IT services and infrastructure should be reviewed.
52.	Each organization should develop and maintain a _____, with regard to, both the Portfolio and the Catalogue.
53.	How can Service requirements be identified?
54.	Which processes extend across the Service Lifecycle?
55.	Capacity Management is a process that extends across the _____.
56.	The purpose of the _____ process is to align IT security with business security and ensure that information security is effectively managed in all service and Service Management activities.
57.	What are various types of design constraints?
58.	How can you define a Virtual Service Desk structure?
59.	The _____service catalogue contains information on supplies, prices, point of contact, ordering and request processes.
60.	_____ is associated with threats and opportunity.
61.	Describe a provider's services in terms of business value?
62.	What is another term for Uptime?
63.	Which process reviews Operational Level Agreements (OLAs) on a regular basis?
64.	What is included in Service delivery strategies?
65.	_____are the Business drivers that support the fulfilment of business objectives.
66.	_____activities within an IT organization are concerned with providing the overall strategic 'blueprints' for the development and deployment of an IT infrastructure.
67.	What are the types of SLA?
68.	Which metric can be used to measure the capabilities and performance of the service design process?
69.	The goal of _____ is to maintain the necessary ongoing recovery capability within the IT services and their supporting components.
70.	What ensures that the level of service availability delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost-effective manner?
71.	What activities is Service Level Management responsible for?
72.	What is concerned with gathering information about exposure to risk so that the organization can make appropriate decisions and manage risk appropriately?
73.	_____is a written agreement between an IT service provider and the IT customer(s), defining the key service targets and responsibilities of both parties.
74.	What is the name of the activity within the Capacity Management process whose purpose is to predict the future capacity requirements of new and changed services?
75.	Business Continuity Plans (BCPs) are a part of_____.
Unit 3	
76.	Service Transition Process module ensures that all change in service management processes are implemented in _____ manner.
77.	Benefit of service transition process model is to increase _____ rate of business changes and releases.
78.	When components are _____, it leads to changes in hardware and software maintenance contracts.
79.	In Service Transition Process module, CI stands for _____.
80.	All attributes of CI are tracked by _____.
81.	_____ is an addition, modification of anything that may have effect on IT device.
82.	Release is associated with _____.
83.	Service Transition Process module manages transition from service design to _____ stage.
84.	Service transition principles allow _____ to plan and implement the best practices for service transition.
85.	Which principle of service transition enhances or enables the performance of customer assets?
86.	It is very much important to _____ the policies with the overall framework for governance and service management.
87.	Each released package is designed and managed by _____ request to ensure efficient control and traceability.
88.	Which principle of service transition provides support systems for automating standard processes to reduce adoption resistance?
89.	_____ models help us to build experience and trust in service transition activities.
90.	SKMS in Service Transition stands for _____.

91.	It is the duty of competent decision makers to provide _____.
92.	Utilization of resources is _____ throughout service transition to reduce costs.
93.	The service transition process and activities depend on _____.
94.	Policies that support Service Transition are provided by _____.
95.	The purpose of the transition planning and support activities are _____.
96.	Release policy should depend on _____.
97.	All release standards should have unique identifier that can be used by _____.
98.	Major releases' means _____.
99.	Primary key performance indicator for transition planning and support include _____.
100.	The purpose of change management process is to ensure that _____.
101.	Full form of SAC in Service Transition is _____.
102.	Full form of KPI in change management is _____.
103.	The provision of services in all organization must be _____ with currently changing business requirement.
104.	Poorly understanding of dependencies in earlier lifecycle stages would lead to scope _____.
105.	Management _____ is a risk in service transition.
106.	If difficulties are _____, then mitigating measures can be taken.
107.	Staff must be aware of their level of _____ and believe that organization will support them.
108.	Excessive documentation can be _____.
109.	Alienation of some key support and operation staff is a _____ in Service Transition.
110.	During Service Transition, _____ improves customer and user satisfaction ratings.
111.	In Change Management, full form of MTTR is _____.
112.	In Change Management, full form of MTRS is _____.
113.	In Change Management, full form of RFC is _____.
114.	In Service Transition, full form of CMDB is _____.
Unit 4	
115.	The _____ function of service operation coordinates activities between end user & the IT service provider team.
116.	_____ deals with granting rights to authorized user to use the service.
117.	What are the responsibilities of Technical Management?
118.	The _____ function of service operation plays important role in the design, testing, release and improvement of IT services.
119.	Incident Management has a value to the business by _____.
120.	What is Service Operation optimization?
121.	_____ monitors all events that occur throughout the IT infrastructure to monitor normal operation and to detect, escalate exception conditions.
122.	What does Incident Management focus on?
123.	What are the principles in achieving Balance in Service Operations?
124.	What is Access Management?
125.	_____ is the process of granting authorized users the right to use a service, while restricting access to non-authorized users.
126.	What are the important Operational Health 'vital signs' on devices or services?
127.	The _____ process deals with handling requests such as change password, create new user etc.
128.	Which are the Functions within Service Operation?
129.	A _____ is a logical concept that refers to the people and automated measures that execute a defined process, an activity or a combination of processes or activities.
130.	A _____ refers to a set of connected behaviours or actions that are performed by a person, team or group in a specific context.
131.	What is included in the Incident Model?
132.	In incident logging the information needed for each event includes _____.
133.	The interfaces with Incident Management includes _____.
134.	What are the objectives of the Request Fulfilment process?
135.	Event Management based on two types of tools, active and _____.
136.	What do Service Design processes provide IT Operations Management with?
137.	A _____ is one which does not act unless it is prompted to do so by an external driver.
138.	What are the objectives of Service Operation?
139.	Which process or function is responsible for management of the Data centre facility?
140.	The objective of _____ is to make sure all configuration items or services are monitored constantly.

141.	_____ can be determined by isolating a few important 'vital signs' on devices or services that are defined as critical for the successful execution of a Vital Business Function.
142.	Operational Health is also dependent on the ability to _____.
143.	What is the BEST definition of an event?
144.	Which are the types of classified meeting?
145.	The purpose of _____ is to communicate effectively to a group of people about a common set of objectives or activities.
146.	What are the factors that is essential for a successful meeting?
147.	What is Problem Management?
148.	Long term incremental improvement is based on evaluating performance and _____.
149.	The _____ function of service operation is responsible for managing organization's day-to-day operational activities to manage the IT infrastructure.
150.	The _____ process of service operation deals with finding root cause of the problem.
151.	What concentrates on restoring the service to users as quickly as possible, in order to minimize business impact?
152.	A good Service Desk is key to successful _____ Management.
153.	CMS stands for _____.
154.	_____ refers to the information about them that distinguishes them as an individual and which verifies their status within the organization.
155.	_____ involves working with the business to plan and anticipate both longer term strategic issues and shorter-term tactical initiatives that may impact on IT capacity.

Cyber Laws

Unit 1	
1	_____ offence is one in which the police is authorized to take cognizance of the crime at its own.
2	Section number _____ is related to Hacking with Computer system.
3	A computer____ is malicious code that replicates by copying itself to another program, computer boot sector or document and changes how a computer works.
4	Full form of IPC is _____.
5	The power of arrest without warrant, has been vested in a high-ranking police officer, i.e. not below the rank of _____ or any other officer authorized by the Central government.
6	A _____ is a person who finds and exploits the weakness in computer systems and/or networks to gain access.
7	_____ is the act of using cyberspace to create, display, distribute, import, or publish obscene materials.
8	_____ offence is not required to begin investigation.
9	Section 65 is related to _____.
10	The word_____ according to Black's Law Dictionary means near in time, quantity, number, quality, or degree.
11	Section 66 is related to_____.
12	_____ refers to threatening a person with fear for their lives or lives of their families through the use of a computer network.
13	The remedy for a civil defamation is covered under the Law of _____.
14	The words "_____" refer to a situation where the offence has been concluded, i.e. all the acts satisfying the ingredients thereof have been done.
15	_____ means false ATM cards.
16	Section 67 is related to _____.
17	A hacker who identifies and exploits weaknesses in telephones instead of computers is_____.
18	A _____ is an executable file, usually an applet or an ActiveX control, associated with a Web page that is designed to be harmful, malicious, or at the very least inconvenient to the user.
19	_____ means to destroy, alter, delete, add, modify or rearrange any computer resource by any means.

20	Section 70 is related to _____.

Unit 2

21	_____ means injury done to the reputation of a person.
22	_____ are intermediaries who provide network technology services to users of the internet.
23	The _____ in contract law refers to the moment when both parties have recognized the contract, and both agreed to enter its obligations.
24	A _____ agreements are generally found in a website or a downloadable product.
25	Formation of Contract is a game of _____.
26	_____ on the Internet constitutes about one-third of all cybercrimes.
27	_____ is the activity of buying or selling of products on online services or over the Internet.
28	When one person signifies to another his willingness to do or to abstain from doing anything, with a view to obtaining the assent of that other to such act or abstinence, he is said to make a _____.
29	A proposal may be _____ at any time before the communication of its acceptance is complete as against the proposer, but not afterwards.
30	Every promise and every set of promises, forming the consideration for each other, is a/an _____.
31	Once the offer is extended, it is in the hands of the offeree to either accept or reject the proposal and its terms and conditions is known as_____.
32	The Indian Contract Act _____ grants substantial freedom to the transacting parties to stipulate the terms and conditions governing the contact they enter.
33	An agreement enforceable by law is a _____.
34	Something of value must be exchanged to have a valid legal agreement is known as _____.
35	Contracts cannot be created to govern the trade of illegal products or services is known as _____.
36	_____covers all contracts conducted online with consumers.
37	An agreement not enforceable by law is said to be_____.
38	When the person to whom the proposal is made signifies his assent thereto, the proposal is said to be_____.
39	A _____ which ceases to be enforceable by law becomes void when it ceases to be enforceable.
40	The _____of a proposal is complete when it comes to the knowledge of the person to whom it is made.

Unit 3

41	_____consists of multiple levels identified by both, numbers, and names.
42	_____is the address of a web site that is intended to be easily identifiable and easy to remember.
43	Full form of WIPO is_____.
44	Full form of ICANN_____.
45	_____is the practice by means of which person or legal entity books up the trademark, business name etc. on his name.
46	_____are small blocks of text that are attached to web page and serve as a code to provide information about the web page.
47	Full form of NASSCOM_____.
48	In late _____, the Anticybersquatting Consumer Protection Act was enacted in the US.
49	Identify the incorrect domain name from .aero, .museum, .coop, .bizz.
50	Full form of STOP is_____.
51	In the year 1998 it was observed that most sites were being used by _____.
52	Logo is protected under _____law as an artistic work.
53	Sound recordings is an example of _____.

54	As stated in section 17 of the copyright act ,1957; The author of a work shall be the _____ owner of the copyright therein.
55	The agreement will not be valid if it is not written and signed by the _____.
56	If the period of assignment is not clearly mentioned, then it will be for _____ years.
57	A _____ is mere permission or leave to do something which would otherwise be unlawful.
58	Napster is a program that makes it extremely easy to find and download music in _____ format.
59	Full form of BSA is_____.
60	The domain name system is maintained by _____.

Unit 4

61	Full form of DTAAs _____.
62	Full form of PE is_____.
63	_____Convention is all about "setting the international rules, get a consistent application and resolving disputes ".
64	The definition of _____requires a fixed place from which the business of an enterprise is carried on, wholly or partially.
65	Since a website by itself is a combination of software and electronic data, it does not fit into the concept of _____.
66	Full form of GIIC is_____
67	The _____Treaty is based on the ideology that since the developing countries import more than export, they must be given priority in taxation of cross-border transactions.
68	A_____ is a tax treaty signed between two or more countries.
69	India has DTAAs with more than _____ countries.
70	Section ____ does not seek to bring into the tax-net the profits of a non-resident which cannot reasonably be attributed to operations carried out in India.
71	Before 2013, as per Section 115A of the Income Tax Act, 1961, taxation on royalty and FTS was _____ per cent on gross basis.
72	Full form of TRC is_____.
73	_____is defined as the consideration for the transfer of all or any rights in respect of a patent, invention, model, design, secret formula, process, trademark, copyright, literary, artistic or scientific work.
74	_____is a tax imposed on imports and exports of goods.
75	Comparative Value Method means_____.
76	Deductive Value Method means_____.
77	Computed Value Method means _____.
78	Fall back method means_____.
79	_____is a type of the duty.
80	Custom Duty in the country falls under the Customs Act_____.

---*********** END ************--------------------------------