

Chapter 9 Information Systems Ethics and Computer Crime

1) Futurist author Alvin Toffler describes three "waves of change." The third, and biggest wave of change to occur is the:

- A) Agriculture and Handwork Age.
- B) Information Age.
- C) Industrial Revolution.
- D) Modern Age.

Answer: B

Page Ref: 306

Skill: R

2) During the Third Wave, _____ became the common currency.

- A) information
- B) the Internet
- C) food
- D) money

Answer: A

Page Ref: 306

Skill: R

3) _____ invented the movable-type printing press that accelerated the amount and kind of information that was available to populations.

- A) Johann Gutenberg
- B) Tim Burners-Lee
- C) William (Bill) Gates
- D) Phil Zimmerman

Answer: A

Page Ref: 306

Skill: R

4) _____ is an attribute possessed by someone who knows how to use a computer.

- A) Computer ability
- B) Computer comprehension
- C) Computer competency
- D) Computer literacy

Answer: D

Page Ref: 306

Skill: A

5) The book describes populations in terms of those people who know how to use a computer and those who do not. The people who do not know how to use a computer are described as the:

- A) information don't haves.
- B) information needy.
- C) information haves.
- D) information have-nots.

Answer: D

Page Ref: 306

Skill: R

- 6) Computers are especially adept at processing large amounts of _____.
- A) knowledge
 - B) people
 - C) experience
 - D) data

Answer: D

Page Ref: 307

Skill: A

- 7) The digital divide is a term that refers to the:
- A) gap between those individuals who have access to digital telephone technology and those who do not.
 - B) gap between those individuals who have access to information resources and those who do not.
 - C) gap between those individuals who have access to digital television technology and those who do not.
 - D) gap between those computer literate individuals who have access to digital information resources (e.g., the Internet) and those who do not.

Answer: D

Page Ref: 307

Skill: A

- 8) The digital divide in North America is:
- A) shrinking slowly.
 - B) shrinking rapidly.
 - C) growing slowly.
 - D) growing rapidly.

Answer: B

Page Ref: 307

Skill: R

- 9) When one describes the issues and standards of conduct associated with the use of information systems, one is discussing:
- A) computer crime.
 - B) computer civility.
 - C) computer hacking.
 - D) computer ethics.

Answer: D

Page Ref: 307

Skill: A

- 10) Which of the following is NOT a central issue in the debate on computer ethics?
- A) information property.
 - B) information availability.
 - C) information accuracy.
 - D) information privacy.

Answer: B

Page Ref: 307

Skill: R

11) Within IS ethics, which of the following is not a primary concern?

- A) Information accuracy
- B) Information accessibility
- C) Information assurance
- D) Information property

Answer: C

Page Ref: 308

Skill: A

12) Information privacy is a term that describes what _____ an individual should have to reveal to others in the course of conducting transactions or accepting employment.

- A) employment records
- B) information
- C) credit records
- D) crime records

Answer: B

Page Ref: 309

Skill: R

13) Within Canada, any personal information that a business collects, uses, or discloses from its customers will fall under this federal government act.

- A) Accuracy
- B) PIPEDA
- C) Consent
- D) Privacy

Answer: B

Page Ref: 310

Skill: R

14) The first principle of PIPEDA is that an organization is responsible for the personal information under its control and is obliged to comply with all the rules.

- A) Safeguard
- B) Openness
- C) Accountability
- D) Accuracy

Answer: C

Page Ref: 310

Skill: R

15) Personal information that is no longer required to fulfill the organizations identified purpose must be destroyed, erased or made anonymous. It is protected under this principle of the Canadian PIPEDA.

- A) Accountability
- B) Limiting use, disclosure, and retention
- C) Limited collection
- D) Consent

Answer: B

Page Ref: 311

Skill: R

16) _____ is concerned with the authenticity and fidelity of information.

- A) Information assurance
- B) Information assertiveness
- C) Information accuracy
- D) Information accessibility

Answer: C

Page Ref: 315

Skill: A

17) _____ must be concerned with the integrity of data.

- A) Data entry workers
- B) Information system developers
- C) Everyone
- D) Information system designers

Answer: C

Page Ref: 317

Skill: A

18) _____ focuses on who owns information about individuals and how information can be sold and exchanged.

- A) Information property
- B) Information acquisition
- C) Information sales
- D) Information real estate

Answer: A

Page Ref: 318

Skill: A

19) In Canada, authors work is protected under this act:

- A) Copyright Act.
- B) Information Protection Act.
- C) PIPEDA.
- D) General Data Protection Directive.

Answer: A

Page Ref: 318

Skill: R

20) _____ refers to property that is subject to copyright, trademark, or patent legislation.

- A) Information retrieval
- B) Information property
- C) Information accessibility
- D) Information acquisition

Answer: B

Page Ref: 318

Skill: A

21) In Canada, computer software falls under this category:

- A) dramatic work.
- B) artistic work.
- C) invention work.
- D) literary work.

Answer: D

Page Ref: 319

Skill: R

22) A _____ is a symbol used by a firm for the purpose of distinguishing its goods and services from those of another firm.

- A) watermark
- B) patent mark
- C) trademark
- D) copyright mark

Answer: C

Page Ref: 319

Skill: R

23) A design, word, phrase, slogan, colour, or sound are all examples of a:

- A) intellectual property
- B) trademark
- C) copyright
- D) patent

Answer: B

Page Ref: 319

Skill: R

24) _____ are unique alphanumeric words that function as a stand-in for an Internet protocol address

- A) Uniform resource locator
- B) Domain name
- C) Hyperlink
- D) Internet protocol

Answer: B

Page Ref: 319

Skill: R

25) The term _____ describes the practice of registering a domain name, and then trying to sell the domain name for large sums of money to the person, the company, or the organization most likely to want it.

- A) cybersquatting
- B) cyberholding
- C) domain name squatting
- D) domain name holding

Answer: A

Page Ref: 319

Skill: R

- 26) In Canada, companies have had success in wresting away domain names on the basis of _____.
- A) intellectual property violation
 - B) trademark violation
 - C) patent violation
 - D) copyright violation

Answer: B
Page Ref: 319
Skill: R

- 27) A _____ is a right to exclusively manufacture an invention for a specified time.
- A) patent
 - B) process
 - C) trademark
 - D) copyright

Answer: A
Page Ref: 320
Skill: R

- 28) The Royal Bank of Canada successfully _____ its automotive financing buy-back program in the United States.
- A) patented
 - B) sold
 - C) copyrighted
 - D) cloned

Answer: A
Page Ref: 320
Skill: R

- 29) _____, a software application, is designed for connection to Internet Service Providers (ISPs) for the purpose of eavesdropping on all communications delivered.
- A) Big Ear
 - B) Eavesdropper
 - C) Omnivore
 - D) Carnivore

Answer: D
Page Ref: 323
Skill: R

- 30) _____ is a term that describes what information a person or an organization has the right to obtain about others and how this information can be accessed and used in the future.
- A) Information acquisition
 - B) Information accessibility
 - C) Information assurance
 - D) Information retrieval

Answer: B
Page Ref: 322
Skill: A

31) Data on the Internet flows as:

- A) intermediate packets.
- B) small packets.
- C) large packets.
- D) medium packets.

Answer: B

Page Ref: 323

Skill: R

32) A concern of privacy-rights advocates is that eavesdropping software such as Carnivore erodes the _____ of U.S. citizens.

- A) e-mail capability
- B) security
- C) privacy
- D) well-being

Answer: C

Page Ref: 323

Skill: R

33) The Computer Ethics Institute's "responsible computer use guidelines" prohibit all of the following except:

- A) snooping in other people's files.
- B) appropriating other people's intellectual output.
- C) using a computer to harm others.
- D) providing assistance to others with the use of a computer.

Answer: D

Page Ref: 324

Skill: A

34) _____ is defined as the act of using a computer to commit an illegal act.

- A) Computer misuse
- B) Computer crime
- C) Computer abuse
- D) Computer bad will

Answer: B

Page Ref: 325

Skill: A

35) Unauthorized access means that the person who has gained entry to a computer system has _____ to use such computer access.

- A) no authority
- B) rights
- C) permission
- D) authority

Answer: A

Page Ref: 325-326

Skill: A

- 36) The term "hacker" was first coined in the 1960s, and it was originally used to describe MIT students who were expert computer users and programmers who roamed freely through computer systems out of:
- A) curiosity.
 - B) boredom.
 - C) malicious intent.
 - D) vengeance.

Answer: A

Page Ref: 326

Skill: R

- 37) _____ is the term that describes the legal purchase of one copy of a software application, followed by the illegal copying and distribution of that same software application.
- A) Software borrowing
 - B) Software stealing
 - C) Software piracy
 - D) Software use

Answer: C

Page Ref: 328

Skill: A

- 38) The slang term for stolen software is:
- A) vaporware.
 - B) hackerware.
 - C) warez.
 - D) discountware.

Answer: C

Page Ref: 328

Skill: R

- 39) Which of the following is not an example of a computer crime as listed in the textbook?
- A) Cold calling
 - B) Data diddling
 - C) Salami slicing
 - D) Piggybacking

Answer: A

Page Ref: 329

Skill: R

- 40) Cloning is a type of computer crime that involves the use of:
- A) cellular telephones.
 - B) CB radios.
 - C) cloned hard drives.
 - D) HAM radios.

Answer: A

Page Ref: 329

Skill: R

41) Salami slicing is a special type of:

- A) spoofing.
- B) phreaking.
- C) data diddling.
- D) social engineering.

Answer: C

Page Ref: 329

Skill: R

42) The act of standing in line behind a card user at an ATM (automated teller machine) in order to obtain the users PIN (personal identification number) is referred to as:

- A) shoulder-surfing/piggybacking.
- B) data diddling.
- C) dumpster diving.
- D) spoofing.

Answer: A

Page Ref: 329

Skill: R

43) Spoofing is a type of computer crime, and it is a scam that is used to steal the _____ of legitimate users' computer accounts.

- A) identify
- B) peoples names
- C) company's names
- D) passwords

Answer: D

Page Ref: 329

Skill: R

44) "Cap'n Crunch was a _____ who used the prize whistle from Cap'n Crunch cereal boxes to duplicate the 2600-Hertz telephone tone in order to make free long distance calls.

- A) cracker
- B) cybersoldier
- C) phone phreak
- D) cyberwarrior

Answer: C

Page Ref: 330

Skill: R

45) The most famous Canadian computer hacker is probably:

- A) John Draper
- B) Mafiaboy
- C) Kevin Lee Poulsen
- D) Kevin Mitnick

Answer: B

Page Ref: 330

Skill: R

- 46) Viruses that attach themselves to files with certain extensions, such as .doc or .exe., are this type of virus:
- A) boot sector.
 - B) file infector.
 - C) file command.
 - D) file destroyer.

Answer: B

Page Ref: 332

Skill: R

- 47) _____ viruses attach themselves to that area of a hard or floppy disk that lets the user boot up or start the computer.

- A) Boot startup viruses
- B) Computer startup viruses
- C) File startup viruses
- D) Boot sector viruses

Answer: D

Page Ref: 332

Skill: A

- 48) E-mail viruses send copies of themselves to everyone in the _____ address book.

- A) VPN
- B) senders
- C) victims
- D) ISP

Answer: C

Page Ref: 332

Skill: R

- 49) Worms are another virulent type of computer infection, and their primary purpose is to _____ memory space with its outlaw code, thus bringing computers to a halt.

- A) delete
- B) collect
- C) suspend
- D) clog

Answer: D

Page Ref: 332

Skill: R

- 50) The _____ contained within a Trojan horse are hidden such that the computer appears to function normally.

- A) guide
- B) Trojan horses authors name
- C) instructions
- D) pathogens

Answer: C

Page Ref: 332

Skill: R

51) Logic bombs and time bombs are variations of:

- A) dust bunnies.
- B) worms.
- C) viruses.
- D) Trojan horses.

Answer: D

Page Ref: 332

Skill: R

52) Logic bombs are set off by:

- A) specific user operations.
- B) specific times.
- C) specific dates.
- D) special timers.

Answer: A

Page Ref: 332

Skill: R

53) In the early days of the Information age, computer workers were occupied with all of the following EXCEPT:

- A) programmers
- B) systems analysts
- C) medical diagnosticians
- D) data entry clerks

Answer: C

Page Ref: 306

Skill: A

54) In terms of access to information technology in North America, all of the following lag behind EXCEPT:

- A) the elderly
- B) people with disabilities
- C) students in primary schools
- D) people in rural communities

Answer: C

Page Ref: 307

Skill: A

55) Organizations are taking ethics seriously. Some have installed a(n) _____ to oversee a company's ethical issues.

- A) Ethics Monitoring Board
- B) External Ethics Review Group
- C) Ethical Computing Committee
- D) Chief Ethical Officer

Answer: D

Page Ref: 307

Skill: A

56) At Deloitte & Touche, ethics concerns have led to the proposal for adherence to all of the following EXCEPT:

- A) Consequences
- B) Clients
- C) Control
- D) Culture

Answer: B

Page Ref: 308

Skill: A

57) One of the fastest growing 'information crimes' in recent years has been:

- A) credit theft
- B) identity theft
- C) email address harvesting
- D) PIN theft

Answer: B

Page Ref: 309

Skill: A

58) Reasons why governments, business and consumers should be concerned about trading of personal information include all of the following EXCEPT:

- A) sources of data cannot be combined
- B) personal information databases can become targets of illegal activity
- C) software can be hacked
- D) hardware can be stolen

Answer: A

Page Ref: 309

Skill: A

59) Stealing someone's SIN, credit card number or other personal information for the purpose of using that person's credit to borrow money or buy merchandise is referred to as:

- A) credential theft
- B) phishing
- C) identity theft
- D) cracking

Answer: C

Page Ref: 309

Skill: A

60) In order to combat theft involving one's credit rating, new forms of credentials are required. These can include:

- A) RFID
- B) electronic driver's licence
- C) blood banks
- D) biometrics

Answer: D

Page Ref: 309

Skill: A

- 61) PIPEDA legislation in Canada applies to:
- A) all government agencies
 - B) any corporation
 - C) any individual citizen
 - D) any organization that engages in commercial activity

Answer: D

Page Ref: 310

Skill: A

- 62) The portion of PIPEDA that deals with privacy was the result of negotiations with each of the following EXCEPT:
- A) government
 - B) consumer advocates
 - C) ethical specialists
 - D) businesses

Answer: C

Page Ref: 310

Skill: A

- 63) The Privacy Commissioner recently released a judgement involving data collection on the internet. The judgement involved an internet protocol used to facilitate the sharing of printers and files on a local area network. The protocol is"
- A) HTTP
 - B) TCP/IP
 - C) NETBIOS
 - D) UDP

Answer: C

Page Ref: 312

Skill: A

- 64) The Privacy Commissioner of Canada holds that provinces can introduce their own privacy legislation as long as:
- A) provinces do not include clauses or riders in their act that contravene those in PIPEDA
 - B) at minimum, the 10 principles set out in PIPEDA are included
 - C) the federal government is consulted prior to the introduction of the legislation and can comment and amend
 - D) each province verifies its act with the commissioner

Answer: B

Page Ref: 312

Skill: A

- 65) The United States _____ comprehensive legislation such as Canada's PIPEDA
- A) does not have
 - B) does not require
 - C) plans to introduce
 - D) has already introduced

Answer: A

Page Ref: 312

Skill: A

66) The European Union has comprehensive privacy legislation in place. Part of this legislation stipulates that personal information about EU citizens cannot be transferred to countries that do not have legislation in place providing the same level of protection. Which of the following countries do NOT have legislation in place allowing the sharing of EU data?

- A) Iceland
- B) Norway
- C) Canada
- D) United States

Answer: D

Page Ref: 313

Skill: A

67) When shopping online at US sites, vendors can do any of the following, except:

- A) track what products you examine in detail and which you purchase
- B) record shipping address
- C) store the method of payment
- D) cross reference credit card information with investment information

Answer: D

Page Ref: 314

Skill: R

68) According to the the Consumer Protection Working group of the American Bar Association, a web vendor's privacy policy should include all of the following EXCEPT:

- A) how you can alter your profile to hide sensitive data
- B) how the seller will use any gathered information
- C) what information the seller is gathering about you
- D) whether or not you can 'opt out' of the vendor's information use practices

Answer: A

Page Ref: 314

Skill: A

69) Disabling cookies, visiting sites anonymously, choosing sites that are monitored by an independent agency and using web-based email accounts for verification of purchases are all recommendations designed to:

- A) maintain your credit rating
- B) comply with PIPEDA
- C) prevent identity theft
- D) make online shopping safe and secure

Answer: D

Page Ref: 314-315

Skill: A

70) According to the US Federal Trade Commission, unscrupulous web operators offering 'great deals on great products' are pulling the following con:

- A) Credit card fraud
- B) Multilevel marketing plans/pyramids
- C) internet auctions
- D) Web cramming

Answer: C

Page Ref: 316

Skill: A

- 71) According to the US Federal Trade Commission, unscrupulous web operators offering 'free access to adult content by revealing your credit card information to prove your age' are pulling the following con:
- A) internet auctions
 - B) Credit card fraud
 - C) Multilevel marketing plans/pyramids
 - D) Web cramming

Answer: B

Page Ref: 316

Skill: A

- 72) According to the US Federal Trade Commission, unscrupulous web operators offering 'a free, custom-designed website for a 30-day period' are pulling the following con:

- A) Credit card fraud
- B) internet auctions
- C) Web cramming
- D) Multilevel marketing plans/pyramids

Answer: C

Page Ref: 316

Skill: A

- 73) According to the US Federal Trade Commission, unscrupulous web operators offering 'income based on what you sell as well as what is sold by people you recruit' are pulling the following con:

- A) Multilevel marketing plans/pyramids
- B) Web cramming
- C) internet auctions
- D) Credit card fraud

Answer: A

Page Ref: 316

Skill: A

- 74) Errors in information systems can be blamed on all of the following EXCEPT:

- A) the designer
- B) the operator
- C) the computer
- D) the software vendor

Answer: C

Page Ref: 318

Skill: R

- 75) How was the case of Microsoft versus Mike Rowe (who registered the web domain mikerowesoft.com) resolved?

- A) Microsoft was prevented from taking action against Rowe.
- B) Microsoft made an agreement with Rowe and the site was taken down.
- C) Rowe counter sued and won a substantial settlement.
- D) Rowe counter sued and lost the right to use the domain name.

Answer: B

Page Ref: 319-320

Skill: A

- 76) If you have ever bought a book from amazon.com (but not amazon.ca owing to PIPEDA), chances are:
- A) your email address was sold to e-marketers
 - B) your credit information was updated
 - C) your purchase was reported to US authorities
 - D) your preferences were recorded in a cookie

Answer: A

Page Ref: 320

Skill: R

- 77) It is not advisable to reply to a spam email message because:
- A) your ISP could deny you service for collaborating with a spammer
 - B) your address book might be utilized for further spamming
 - C) you are actually verifying that you exist
 - D) the email might contain a virus

Answer: C

Page Ref: 320

Skill: A

- 78) Spam over Instant Messaging is referred to as:
- A) SPAM (no difference)
 - B) SCRAM
 - C) IMPS
 - D) SPIM

Answer: D

Page Ref: 320

Skill: R

- 79) A _____ is a small text file stored on your computer and used by a website to personalize your visit.
- A) spyware
 - B) trojan horse
 - C) spam
 - D) cookie

Answer: D

Page Ref: 314

Skill: R

- 80) Any technology that is used to collect information about a person or organization without their knowledge is referred to as _____.
- A) spyware
 - B) spam
 - C) trojan horse
 - D) cookie

Answer: A

Page Ref: 322

Skill: R

81) What type of application can monitor keystrokes, scan files, record chat conversations, gather email addresses, login information, passwords and credit card information?

- A) trojan horse
- B) cookie
- C) spyware
- D) spam

Answer: C

Page Ref: 322

Skill: A

82) Adware is a special type of _____

- A) virus
- B) cookie
- C) spyware
- D) trojan horse

Answer: C

Page Ref: 322

Skill: R

83) Worldwide losses to computer crime in all its forms was estimated to be _____ in 2003.

- A) US\$35 billion
- B) US\$55 billion
- C) US\$115 billion
- D) US\$15 billion

Answer: B

Page Ref: 325

Skill: R

84) According to research conducted by the CSI, the frequency of successful attacks on computer systems has _____.

- A) stabilized.
- B) skyrocketed.
- C) increased.
- D) declined.

Answer: D

Page Ref: 326

Skill: R

85) Crimes in the form of electronic vandalism can take all of the following forms EXCEPT:

- A) stealing credit card information
- B) crashing systems
- C) planting viruses
- D) denying service to a website

Answer: A

Page Ref: 327

Skill: A

- 86) Which of the following rankings (from most to least) of who makes unlawful intrusions and other attacks into computer systems is the most accurate?
- A) unauthorized employees; outside hackers or terrorists; competitors; authorized employees
 - B) competitors; unauthorized employees; outside hackers or terrorists; authorized employees
 - C) authorized employees; unauthorized employees; outside hackers or terrorists; competitors;
 - D) outside hackers or terrorists; competitors; unauthorized employees; authorized employees

Answer: C

Page Ref: 327

Skill: R

- 87) The Business Software Alliance reports that Vietnam, China, Russia, Ukraine and Indonesia have the highest percentage of pirated software in the world. This percentage is greater than _____ percent.
- A) 50
 - B) 85
 - C) 95
 - D) 25

Answer: B

Page Ref: 328

Skill: R

- 88) The concept of intellectual property ownership is culturally specific. This means that in certain cultures, knowledge is meant to be shared and not owned and thus plagiarism cannot exist. This is true in _____.

- A) Phillipines
- B) Asia
- C) certain Middle Eastern countries
- D) Eastern Europe

Answer: C

Page Ref: 328, 331

Skill: A

- 89) Symantec, an antivirus vendor, estimated that more than _____ new viruses attacking Windows machines were identified in the first 6 months of 2006.
- A) 10,000
 - B) 7,500
 - C) 8,500
 - D) 6,500

Answer: D

Page Ref: 331

Skill: R

- 90) The specific form of virus known as time bombs are set off by:
- A) other viruses
 - B) specific dates such as the birthday of a famous person
 - C) logic bombs
 - D) computer users

Answer: B

Page Ref: 332

Skill: R

91) The largest absolute number (sheer volume) of pirated software is found in which country?

- A) United States
- B) Indonesia
- C) Russia
- D) China

Answer: A

Page Ref: 331

Skill: R

92) Since the Saudi Arabia Patent Office granted its first patents several years ago, software piracy rates have dropped from _____ percent in 1996 to _____ percent in 2002.

- A) 95; 79
- B) 52; 25
- C) 79; 50
- D) 82; 70

Answer: C

Page Ref: 331

Skill: R

93) According to the BSA, the highest absolute losses from piracy in 2004 were reported for _____ at 7,553 million dollars.

- A) Mid East/Africa
- B) North America
- C) ASia/Pacific
- D) Western Europe

Answer: D

Page Ref: 331

Skill: R

94) The process of recording what is typed on a keyboard, accomplished by either hardware or software, is referred to as:

- A) Phreaking
- B) key logging
- C) Cloning
- D) Phishing

Answer: B

Page Ref: 329

Skill: A

95) Futurist Alvin Toffler wrote a book, *The Third Wave*, which refers to the Information Age.

Answer: True False

Page Ref: 306

Skill: R

96) The term "computer literacy" refers to ones ability to read content from Web pages.

Answer: True False

Page Ref: 306

Skill: A

97) The population of the information has nearly unlimited access to information.

Answer: True False

Page Ref: 306

Skill: R

98) The "digital divide" refers to those with high-speed Internet access compared with those who have only slow (dial-up) Internet connections.

Answer: True False

Page Ref: 307

Skill: R

99) Information privacy is concerned with what information an individual should have to reveal to others through the course of employment or through other transactions.

Answer: True False

Page Ref: 309

Skill: A

100) In Canada, the Personal Information Protection and Electronic Documents Act (PIPEDA) became fully operative on January 1, 2004.

Answer: True False

Page Ref: 310

Skill: R

101) Information accuracy is concerned with the authenticity and fidelity of information, as well as identifying who is responsible for informational errors that harm people.

Answer: True False

Page Ref: 309

Skill: A

102) The term "information property" refers to the ownership of computer technology.

Answer: True False

Page Ref: 318

Skill: A

103) Intellectual property refers to property that is subject to copyright, trademark, or patent legislation.

Answer: True False

Page Ref: 318

Skill: A

104) With the increase of both computer-based communication between individuals and online databases, the individual(s) who has the right to collect, access and monitor this information has raised many IS ethical concerns.

Answer: True False

Page Ref: 332

Skill: A

- 105) A trademark is used by firms for the purpose of distinguishing its goods and services from those of another firm.
Answer: True False
Page Ref: 319
Skill: R
- 106) A patent is a right to exclusively manufacture an invention for a specified period of time.
Answer: True False
Page Ref: 320
Skill: R
- 107) Cybersquatting is the practice of registering a domain name that refers to another person or entity.
Answer: True False
Page Ref: 319
Skill: R
- 108) The term "information accessibility" refers to what information a person has the right to obtain about others and how the information will be accessed and used.
Answer: True False
Page Ref: 332
Skill: A
- 109) Carnivore, a software application, is not a type of wiretap.
Answer: True False
Page Ref: 323
Skill: R
- 110) Using a computer to support criminal activity, despite the fact that the computers are not actually targeted, is illegal.
Answer: True False
Page Ref: 325
Skill: A
- 111) The difference between hackers and crackers is that hackers are motivated by curiosity whereas crackers have malicious intent.
Answer: True False
Page Ref: 326
Skill: R
- 112) Copying commercial software for your friends is legal as long as no money is exchanged.
Answer: True False
Page Ref: 328
Skill: R
- 113) Data diddling is the changing of data going into or out of a computer.
Answer: True False
Page Ref: 329
Skill: R

- 114) Salami slicing is a form of identity theft where a cracker intends to extract money from another's bank account without the persons knowledge or consent.
Answer: True False
Page Ref: 329
Skill: R
- 115) Phreaking refers to the theft of credit card or ATM account information.
Answer: True False
Page Ref: 329
Skill: R
- 116) Cloning refers to the use of scanners to steal the electronic serial numbers of cellular phones.
Answer: True False
Page Ref: 329
Skill: R
- 117) Piggybacking is the sending of an executable virus as an attachment to an e-mail message.
Answer: True False
Page Ref: 329
Skill: R
- 118) Social engineering refers to the practice of gaining access to a computer system by tricking honest employees into revealing passwords or access codes.
Answer: True False
Page Ref: 329
Skill: R
- 119) Dumpster diving refers to the practice of digging through garbage containers looking for valuable information (such as credit card numbers) that have been thrown in the trash.
Answer: True False
Page Ref: 329
Skill: R
- 120) Spoofing is the practice of pretending to be an authorized user, similar to identity theft.
Answer: True False
Page Ref: 329
Skill: R
- 121) E-mail viruses send copies of themselves to everyone in the victims address book.
Answer: True False
Page Ref: 332
Skill: R
- 122) A worm virus usually does not destroy files.
Answer: True False
Page Ref: 332
Skill: R

123) The instructions contained within a Trojan horse do not self-replicate.

Answer: True False

Page Ref: 332

Skill: R

124) Neither logic bombs nor time bombs reproduce themselves.

Answer: True False

Page Ref: 332

Skill: R

125) Zero knowledge systems (later Radialpoint) was so successful building a revenue stream from individual web users that they were able to build a robust consulting service from the revenue earned.

Answer: True False

Page Ref: 305

Skill: R

126) Today, computer specialists are concentrated in a few, highly regulated professions.

Answer: True False

Page Ref: 306

Skill: R

127) In North America, there is no difference between groups (as defined by age, geography, minority or disability status) in terms of access to information technology.

Answer: True False

Page Ref: 307

Skill: R

128) One of the fastest growing crimes in recent years is identity theft.

Answer: True False

Page Ref: 309

Skill: R

129) Biometrics has largely been abandoned as a reliable method of identity verification.

Answer: True False

Page Ref: 309

Skill: R

130) Stealing someone's SIN, credit card number or other personal information in order to use the victim's credit rating to borrow money or purchase goods is known as phishing,

Answer: True False

Page Ref: 309

Skill: A

131) Canada's PIPEDA legislation applies to individual web users.

Answer: True False

Page Ref: 310

Skill: R

- 132) PIPEDA does not set out hard and fast rules for the protection of personal information. Rather, it sets out a series of general principles.
Answer: True False
Page Ref: 310
Skill: R
- 133) The Privacy Commissioner of Canada has forbidden provinces from enacting their own legislation in competition with PIPEDA.
Answer: True False
Page Ref: 312
Skill: R
- 134) The United States has comprehensive legislation similar to Canada's PIPEDA.
Answer: True False
Page Ref: 312
Skill: R
- 135) The EU has comprehensive privacy legislation which denies sharing information with countries lacking stringent legislation themselves.
Answer: True False
Page Ref: 313
Skill: A
- 136) Many commercial sites leave a small text file on the user's computer. This file is called a 'phish'.
Answer: True False
Page Ref: 314
Skill: R
- 137) The US Federal Trade Commission has listed a number of 'dot-cons'. Among these are offers to view adult images in exchange for revealing your credit card number.
Answer: True False
Page Ref: 315
Skill: A
- 138) Web users who are offered a 30-day trial of a custom-designed website only to be charged even after rejecting the offer to continue the site are being conned by a 'web cramming' scheme.
Answer: True False
Page Ref: 316
Skill: R
- 139) The McGill student who challenged turnitin.com was found to have copied the term paper and was given a zero grade.
Answer: True False
Page Ref: 318
Skill: R
- 140) Buying a book on amazon.com likely leads to your email address being sold to e-marketers (spammers).
Answer: True False
Page Ref: 320
Skill: R

141) Instant Messaging spam is referred to as WAREZ.

Answer: True False

Page Ref: 320

Skill: R

142) If you do not accept cookies, you will have to re-register every time you visit the New York Times website.

Answer: True False

Page Ref: 321

Skill: R

143) The US FBI application to 'sniff' electronic communication was renamed Carnivore from DCS1000 in the year 2000.

Answer: True False

Page Ref: 323

Skill: R

144) The group most likely to commit computer crimes against an organization are employees who were not authorized to access the computer system they committed the crime with or against.

Answer: True False

Page Ref: 327

Skill: R

145) _____ is the term that describes someone who knows how to use a computer.

Answer: Computer literacy

Page Ref: 306

Skill: R

146) The _____ is a term that refers to the gap between those individuals who have access to information and those who do not have access to information.

Answer: digital divide

Page Ref: 307

Skill: A

147) _____ is used to describe the issues and standards of conduct as they pertain to the use of information systems.

Answer: Computer ethics

Page Ref: 307

Skill: R

148) When one describes the issues and standards of conduct associated with the use of information systems, one is discussing computer _____.

Answer: ethics

Page Ref: 307

Skill: A

149) _____ is concerned with what information an individual should have to reveal to others through the course of employment or through other transactions such as online shopping

Answer: Information privacy

Page Ref: 309

Skill: A

- 150) In Canada, the federal government enacted the _____ act, which became fully operative on January 1, 2004.
Answer: PIPEDA
Page Ref: 310
Skill: R
- 151) _____ is concerned with the authenticity and fidelity of information, as well as identifying who is responsible for informational errors that harm people.
Answer: Information accuracy
Page Ref: 315
Skill: A
- 152) _____ focuses on who owns information about individuals and how information can be sold and exchanged.
Answer: Intellectual property
Page Ref: 318
Skill: A
- 153) A _____ is a right to exclusively manufacture an invention for a specified period of time.
Answer: patent
Page Ref: 320
Skill: R
- 154) _____ describes the practice of registering a domain name, and then trying to sell the domain name for large sums of money to the person, the company, or the organization most likely to want it.
Answer: Cybersquatting
Page Ref: 319
Skill: R
- 155) _____ focuses on defining what information a person or organization has the right to obtain about others and how this information can be accessed and used.
Answer: Information accessibility
Page Ref: 322
Skill: A
- 156) _____ access means that the person who has gained entry to a computer system has no authority to use such access.
Answer: Unauthorized
Page Ref: 325-326
Skill: A
- 157) _____ break into computer systems with the intent to do damage or commit a crime.
Answer: Crackers
Page Ref: 326
Skill: R

- 158) _____ is the term that describes the legal purchase of one copy of a software application, followed by the illegal copying and distribution of that same software application.
Answer: Software piracy
Page Ref: 328
Skill: R
- 159) Warez is the slang term for stolen _____.
Answer: software
Page Ref: 328
Skill: R
- 160) _____ viruses attach themselves to that section of a hard or floppy disk that lets the user boot up or start the computer.
Answer: Boot sector
Page Ref: 332
Skill: R
- 161) Worms are another virulent type of computer infection, and their primary purpose is to clog _____ space with its outlaw code, thus bringing computers to a halt.
Answer: memory
Page Ref: 332
Skill: R
- 162) The North American groups most likely to be on the wrong side of the digital divide are: _____ , _____ , _____ and _____.
Answer: the elderly, rural residents and those with disabilities and minorities.
Page Ref: 307
Skill: R
- 163) In order to counteract the threat of identity theft, stronger information security technologies, such as _____ and _____ are required.
Answer: biometrics; encryption
Page Ref: 309
Skill: R
- 164) Canada's PIPEDA legislation applies to any _____ in Canada that engages in _____ activity.
Answer: organization; commercial
Page Ref: 310
Skill: R
- 165) A Victoria BC software producer named Mike Rowe was sued by _____ Corporation after registering the domain name mikerowesoft.com.
Answer: Microsoft
Page Ref: 319
Skill: R

- 166) A _____ is a small text file deposited on a user's machine by a website.
Answer: cookie
Page Ref: 321
Skill: R
- 167) _____ is any technology that is used to gather information on an individual or organization without their knowledge.
Answer: Spyware
Page Ref: 322
Skill: R
- 168) 'Bulk emailer' is a nice name for _____.
Answer: spammer
Page Ref: 322
Skill: R
- 169) The internet has fostered criminal activities such as the _____ of minors and others by sexual predators through _____ and chat rooms.
Answer: stalking; newsgroups
Page Ref: 327
Skill: R
- 170) In countries such as Vietnam, China, Indonesia, Ukraine and Russia, it is estimated that _____ percent of software is pirated.
Answer: 85
Page Ref: 328
Skill: R
- 171) _____ is the process of intercepting traffic passing over a digital network or part thereof.
Answer: Packet sniffing
Page Ref: 329
Skill: R
- 172) Time bombs are variations of Trojan Horses that are set off by specific _____.
Answer: dates
Page Ref: 332
Skill: R
- 173) _____ does not exist in a country where words belong to everyone.
Answer: Plagiarism
Page Ref: 331
Skill: R

174) In his book *The Third Wave*, futurist Alvin Toffler describes three distinct phases or "waves of change" that have taken place in the past or are currently taking place within the World's civilizations. Discuss these three waves.

Answer: The First Wave - a civilization based upon agriculture and handwork - was a comparatively primitive stage that began as civilizations formed and lasted for hundreds of years. The Second Wave of change - the industrial Revolution - overlapped the First Wave. The Industrial Revolution began in Great Britain toward the end of the eighteenth century and continued over the next 150 years, moving society from a predominantly agrarian culture to the urbanized machine age. Steel mills, textile factories, and eventually automobile assembly lines replaced farming and handwork as the principal source of family income. In the Third wave information became the currency of the realm. Johann Gutenberg's invention of the printing press with movable type in 1455, and a tremendous acceleration occurred in the amount and kind of information available to populations. Now knowledge could be imparted in written form, and sometimes came from distant locations. Information could be saved, absorbed, debated, and written about in publications.

Page Ref: 306

Skill: R

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Page Ref: 306

Skill: R

176) In the Information Society, "the fuel, the power" is knowledge according to John Kenneth Galbraith, an economist who specializes in emerging trends in the U.S. economy. He speaks of a new class structure comprised of those who make decisions based upon information and those who make decisions in ignorance of information. Discuss why it is important for all people to have access to information, and the implications of not providing information access to the entire society.

Answer: While it may seem that everyone has access to the Internet, this is certainly not the case, even in the U.S. As such, there are many people who make decisions without the benefit of complete information. Today, libraries are one vehicle of access to information. People who do not have their own computer may go to a library to use computers and to gain access to the Internet as well as to other resources, which in turn should help them as they make decisions about issues important to them.

Page Ref: 307

Skill: R

177) In Canada, the federal government enacted the Personal Information Protection and Electronic Documents Act (PIPEDA), which became fully operative January 1, 2004. Discuss the objectives of PIPEDA and give an brief overview of the 10 principles contained in it.

Answer: The objective of PIPEDA is to balance "the right of privacy of individuals with respect to their personal information and the need of organizations to collect, use or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances. The legislation applies to any organization in Canada that engages in "commercial activity". Not only does this include businesses in the private sector, but it may also include nonprofit organizations to the extent that they engage in commercial activities. Any personal information that a business collects, uses, or discloses from its customers will fall under PIPEDA.

Principle 1: Accountability. An organization is responsible for the personal information under its control and is obligated to comply with all of the rules set out by PIPEDA. It also states that the organization shall designate an individual to ensure that the organization complies with these regulations.

Principle 2: Identifying Purposes. That organizations identify the purpose for which personal information is collected. This information should be communicated to the individual when the information is collected.

Principle 3: Consent. Personal information should not be collected, used, or disclosed without the knowledge and consent of the individual.

Principle 4: Limiting Collection. Requires organizations to limit their collection of personal information to that which has been identified as necessary for its purposes.

Principle 5: Limiting Use, Disclosure, and Retention. Restricts the use and disclosure of personal information to that which has been identified as necessary for its purposes. Personal information that is no longer required to fulfill the organizations identified purpose must be destroyed, erased, or made anonymous. Organizations must develop guidelines for this process.

Principle 6: Accuracy. Personal information must be accurate and up-to-date as is necessary for the purposes identified by the organization. Organizations shall not routinely update personal information, unless it is necessary for the purposes identified for collecting the information.

Principle 7: Safeguards. Organizations must safeguard the personal information that they collect. Safeguards include physical measures, organizational measures, and technological measures.

Principle 8: Openness. Organizations must make information about their privacy procedures available to individuals, and do so within a reasonable amount of time.

Principle 9: Individual Access. Individuals have the right to access their own personal information, and they also have the right to challenge the accuracy of that information.

Principle 10: Challenging Compliance. Individual has the right to challenge an organizations compliance with the PIPEDA.

Page Ref: 310-311

Skill: R

178) Discuss what is meant by information property and intellectual property

Answer: Information property focuses on who owns information about individuals and how information can be sold and exchanged. Intellectual property refers to property that is subject to copyright, trademark, or patent legislation.

Page Ref: 318-319

Skill: R

179) The book discusses the ethical code of conduct in information technology as advocated by EDUCOM, a nonprofit organization of colleges and universities. Find out whether your university or college has an ethical code of conduct regarding information technology and what the code states, and discuss the implications of having or not having an ethical code of conduct at your university.

Answer: While having an ethical code of conduct regarding the use of information technology may be helpful, it is also important to consider some of the implications with having an ethical code of conduct. In particular, if someone breaks the code of conduct, then what sort of penalties should be imposed? Also, determining what committee or organization should enforce the penalties is an important decision.

Page Ref: 324

Skill: R

180) Within the population of computer users, there are people who are known as hackers and others who are known as crackers. Discuss the difference between hackers and crackers.

Answer: Hackers are those individuals who are knowledgeable enough to gain access to computer systems without authorization, but whose motive is curiosity. Crackers, on the other hand, are those individuals who are also knowledgeable to break into computer systems without authorization, but whose motive is to do damage to the computer system or commit a crime.

Page Ref: 326

Skill: R

181) What is a virus? Explain the difference between a boot sector virus and a file infector virus.

Answer: Viruses are destructive programs that disrupt the normal function of computer systems. They differ from other types of malicious code in that they can reproduce themselves. Some are intended to be harmless pranks, but more often they do damage to a computer system by erasing files on the hard drive or by slowing computer processing or otherwise compromising the system. Boot sector viruses attach themselves to that section of a hard or floppy disk that lets the user boot up or start the computer. They are most often spread through the use of an infected floppy disk. File infector viruses attach themselves to files with certain extensions, such as .doc or .exe. Some viruses are a combination of boot sector and file infector viruses, and many of these can change in order to fool antivirus programs.

Page Ref: 331-332

Skill: R

182) What is meant by the term 'digital divide'? Which groups in North America are disadvantaged by being on the wrong side of the divide?

Answer: The digital divide separates the technology 'haves' from the 'have-nots'. Access to information and information technology is crucial in our society. Those who do not have it are disadvantaged. The four groups identified are: disabled persons, those who live in rural areas, minorities and the elderly.

Page Ref: 307

Skill: R

183) Explain identity theft. What types of information does an identity thief need in order to commit the crime? What is done with a stolen identity? What technologies hold the most promise in combatting it?

Answer: Identity theft occurs when personal information about a person is stolen sufficient to allow that person to be impersonated such that the thief can take out bank loans, withdraw money from a bank account and/or make unauthorized purchases. Things such as Social Insurance Number, driver's licence, birth certificate, mother's maiden name, credit card numbers, etc... are required. The two technologies mentioned in the text as holding promise against identity theft are encryption and biometrics.

Page Ref: 309

Skill: R

184) Maintaining your privacy while shopping online is a necessity. List and describe what steps you should take in order to maximize your privacy and protect yourself.

Answer: You should always review the privacy policy of all companies you do business with and refuse to do business with those who do not have a clear policy. According to the Consumer Protection Working Group of the American Bar Association at safeshopping.org, a seller's privacy policy should at least indicate:

- 1) what information the seller is gathering about you
- 2) how the seller will use this information
- 3) whether you can 'opt out' of these practices

A few additional steps are recommended:

- 1) Choose sites that are monitored by independent organizations
- 2) Avoid having 'cookies' left on your machine
- 3) Visit sites anonymously
- 4) Use caution when requesting confirmation e-mail

Page Ref: 314-315

Skill: R

185) Some controversy has been generated by universities requiring students to submit their original work to a US organization which maintains a website named turnitin.com. What does this organization do? What is the purpose of submitting papers and essays to this organization? What is the controversy?

Answer: Turnitin is an organization that stores papers and essays submitted by students at universities that subscribe to their service. New essays/papers are compared to those in the database to determine if plagiarism has occurred. The controversy revolves around copyright of the material, which some students maintain belongs to them and not to turnitin.

Page Ref: 318

Skill: R

186) Explain and discuss spyware. What does it do?

Answer: Spyware is any technology that is used to gather information on individuals or organizations without their knowledge. Spyware is software that runs on a computer to collect information about that user and to transmit it to some other party, but without the user KNOWING it is happening. The collected information is normally used for advertising purposes, although it can be used for committing various types of computer crimes. Spyware can track website visits, but also record such things as email addresses, login credentials and credit card numbers. Since it is running hidden in the background, it can also scan disks and files, record chat sessions, monitor keystrokes, install other programmes, launch viruses, read cookies and change default home pages in browsers.

Page Ref: 321-322

Skill: R