SECTION B : 70 MARKS

BAHAGIAN B : 70 MARKAH

INSTRUCTION:

This section consists of **THREE (3)** structured questions. Answer **ALL** questions.

ARAHAN:

*Bahagian ini mengandungi **TIGA (3)** soalan berstruktur. Jawab semua soalan.*

QUESTION 1

SOALAN 1

CLO1
C1

(a) Identify **THREE (3)** goals of Information Security

*Kenal pasti **TIGA (3)** matlamat utama Keselamatan Maklumat.*

[3 marks]

[*3 markah*]

CLO1
C2

(b) Give **TWO (2)** consequences of malware

*Senaraikan **DUA (2)** kesan malware.*

[4 marks]

[4 *markah*]

CLO1
C2

(c) List **FOUR (4)** ways of protecting against social engineering.

*Senaraikan **EMPAT (4)** serangan rangkaian sosial*

[4 marks]

[4 *markah*]

CLO1
C2

(d) Give **FOUR (4)** examples of access attacks.

*Berikan **EMPAT (4)** contoh serangan kebenaran.*

[4 marks]

[4 *markah*]

QUESTION 2
SOALAN 2

CLO1
C1

(a)   List **THREE (3)** types of encryption process

*Senaraikan **TIGA (3)** jenis kunci penyulitan*

[3 marks]

[*3 markah*]

CLO1
C2

(b)   i. Explain definition of password in security policy

Terangkan definasi kata laluan di dalam polisi keselamatan

[1 marks]

[*1 markah*]

ii.   Identify **TWO (2)** password requirements.

*Kenal pasti **DUA (2)** keperluan kata laluan*

[2 marks]

[*2 markah*]

CLO1
C2

(c)   Explain **TWO (2)** guidelines of creating strong password.

*Terangkan **DUA(2)** garis panduan mencipta kata laluan yang kukuh.*

[4 marks]

[4 *markah*]

CLO1
C3

(d)   Draw a diagram about asymmetric encryption.

Lukiskan gambarajah tentang penyulitan asimetri

[5 marks]

[5 *markah*]

CLO1
C1

(e)   List **THREE (3)** troubleshooting processes

*Senaraikan **TIGA (3)** proses penyelesaian masalah*

[3 marks]

[*3 markah*]

CLO1
C1

(f)   List **THREE (3)** closed-ended questions characters.

*Senaraikan TIGA **(3)** karakter soalan tertutup*

[3 marks]

[*3 markah*]

CLO1
C2

(g)   Determine **THREE (3)** common problems for network troubleshooting.

*Kenal pasti **TIGA (3)** masalah biasa untuk penyelesaian masalah rangkaian.*

[3 marks]

[*3 markah*]

CLO1
C2

(h)   Give **THREE (3)** common questions to be considered before deciding which type of backup to use.

*Berikan **TIGA (3)** bentuk soalan biasa yang perlu dipertimbangkan sebelum memutuskan jenis sandaran yang hendak digunakan.*

[3 marks]

[*3 markah*]

CLO1
C3

Question 2 (i) based on Figure B2(i).

Soalan 2 (i) berdasarkan kepada rajah B2(i).

Boss: Haziq, I want you to manage a backup process for our server. Please ensure all data in that server have been backed up properly.

Boss: Haziq, saya mahu awak menguruskan proses sandaran untuk pelayan kita.. Tolong pastikan kesemua data di dalam pelayan disandar dengan betul.

Haziq: OK boss. Do you have any suggestion for the process?

Haziq: *Baik boss. Adakah anda mempunyai cadangan untuk proses ini.*

Boss: Backup all files on the weekend. Additional backup during weekdays with quickest backup time and use less storage space.

Boss: Sandar kesemua fail pada hujung minggu ini. Sandaran tambahan semasa hari bekerja dengan masa sandaran terpantas dan gunakan kurang ruang storan.

Figure B2(i) / *Rajah B2(i)*

(i)   i) Suggest **ONE (1)** types of backups.

        *Cadangkan **SATU (1)** jenis sandaran.*

[1 marks]

[1 markah]

ii) Give the justification for the answer of question 2i (i).

Berikan justifikasi bagi soalan 2i (i).

[2 marks]

[2 markah]

QUESTION 3

SOALAN 3

CLO1
C1

(a)   List **THREE (3)** rules at the beginning of conversation to determine customer problems.

*Senaraikan **TIGA (3)** peraturan pada permulaan perbualan untuk menentukan masalah pelanggan.*

[3 marks]

[*3 markah*]

CLO1
C2

(b)   Describe **TWO (2)** responsibilities of Level One Technician

*Huraikan **DUA (2)** tanggungjawab Juruteknik Aras Satu*

[4 marks]

[*4 markah*]

CLO1
C2

(c)   Explain **TWO (2)** types of data collected when conducting computer forensics.

*Terangkan **DUA (2)** jenis data terkumpul semasa mengendalikan foreksik komputer.*

[4 marks]

[*4 markah*]

CLO1
C2

(d)   Explain **TWO (2)** main procedures as call center technician.

*Terangkan **DUA (2)** prosedur utama sebagai juruteknikl pusat panggilan.*

[4 marks]

[*4 markah*]

CLO1
C2

(e) Identify **FOUR (4)** proper behaviours while working with a customer

*Kenal pasti **EMPAT (4)** kelakuan baik ketika bekerja dengan pelanggan.*

[4 marks]

[4 *markah*]

CLO1
C3

(f) As call center technician, you have received a call from a customer. However, during the calls, you realize that he is talking angrily and trying to talk even though the technician is talking by expressing frustration because his problem is unresolved. Determine **THREE (3)** communication skills to keep the customer   focused   on   the   problem.

*Sebagai juruteknik pusat panggilan, anda telah menerima panggilan daripada seorang pelanggan. Tetapi, semasa panggilan, anda sedar bahawa beliau bercakap dengan marah dan cuba bercakap walaupun juruteknik sedang bercakap dengan menzahirkan kekecewaan kerana masalah beliau belum selesai. Tentukan **TIGA (3)** kemahiran komunikasi untuk memastikan pelanggan fokus kepada masalah.*

[6 marks]

[6 *markah*]

SOALAN TAMAT