

SULIT



**KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI**

**BAHAGIAN PEPERIKSAAN DAN PENILAIAN
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI
KEMENTERIAN PENDIDIKAN TINGGI**

JABATAN TEKNOLOGI MAKLUMAT DAN KOMUNIKASI

PEPERIKSAAN AKHIR

SESI II : 2023/2024

DFT20083: SECURITY BASIC AND IT PROFESSIONAL

TARIKH : 9 JUN 2024

MASA : 8.30 PG – 10.30 PG (2 JAM)

Kertas ini mengandungi **DUA PULUH (20)** halaman bercetak.

Bahagian A: Objektif (30 soalan)

Bahagian B: Struktur (2 soalan)

Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT

SECTION B : 55 MARKS***BAHAGIAN B : 55 MARKAH*****INSTRUCTION:**

This section consists of **TWO (2)** structured questions. Answer ALL questions.

ARAHAN :

Bahagian ini mengandungi DUA (2) soalan struktur. Jawab SEMUA soalan.

QUESTION 1***SOALAN 1***

- | | | |
|------|---|---------------------------------|
| CLO1 | <p>(a) i. Identify the distinction between a hacker and an attacker.
<i>Kenal pasti perbezaan antara penggadam dan penyerang.</i></p> | <p>[2 marks]
[2 markah]</p> |
| CLO1 | <p>ii. Explain TWO (2) goals of information security.
<i>Jelaskan DUA (2) matlamat keselamatan maklumat.</i></p> | <p>[3 marks]
[3 markah]</p> |
| CLO1 | <p>iii. Explain THREE (3) different types of security attacks.
<i>Terangkan TIGA (3) jenis serangan keselamatan yang berbeza.</i></p> | <p>[6 marks]
[6 markah]</p> |
| CLO1 | <p>(b) i. Identify TWO (2) recommended guidelines for creating strong passwords to enhance cybersecurity.
<i>Kenal pasti DUA (2) garis panduan yang disyorkan untuk mencipta kata laluan yang kukuh bagi meningkatkan keselamatan siber.</i></p> | <p>[2 marks]
[2 markah]</p> |

- CLO1 ii. Explain **THREE (3)** different approaches that we can take to protect our data.
Terangkan TIGA (3) pendekatan berbeza yang boleh kita ambil untuk melindungi data kita.
- [6 marks]
[6 markah]
- CLO1 (c) Demonstrate **THREE (3)** common types of encryption used in securing communication.
Tunjukkan TIGA (3) jenis penyulitan yang biasa digunakan dalam menjamin komunikasi.
- [6 marks]
[6 markah]

QUESTION 2**SOALAN 2**

- CLO1 (a) List **SIX (6)** steps in the basic troubleshooting process.
Senaraikan ENAM (6) langkah-langkah untuk asas penyelesaian masalah.
- [6 marks]
[6 markah]
- CLO1 (b) i. Express **THREE (3)** significance of documentations in the basic troubleshooting process.
Nyatakan TIGA (3) kepentingan dokumentasi dalam proses penyelesaian masalah asas.
- [6 marks]
[6 markah]
- CLO1 ii. Demonstrate **FIVE (5)** ways the documentation contributes to resolving future issues.
Tunjukkan LIMA (5) cara dokumentasi dapat membantu dalam penyelesaian masalah masa hadapan.
- [5 marks]
[5 markah]

CLO1

Question 2 (c) refer to Figure B2(c) below.

Soalan 2 (c) merujuk kepada Rajah B2(c) di bawah.

Customer (C): (In an irritated tone) Hello! I've been having the same issue with my computer for days, and your support hasn't been helpful at all!

Call Center Representative (CSR): I'm sorry to hear that you're experiencing difficulties. My name is Alex, and I'll do my best to assist you. Could you please provide some details about the problem you're facing?

C: (*Agitated*) Finally! I've been trying to get this sorted out forever. My computer keeps freezing randomly, and it's incredibly frustrating. Your support team hasn't done anything to fix it!

CSR: I appreciate your patience, and I'm sorry for any inconvenience caused. I want to assure you that we're here to help. To proceed, let's try a few troubleshooting steps. Have you recently installed any new software or updates that might coincide with when the freezing started?

C: (*Grumbling*) Fine, whatever. Let me check. (Pause) Okay, there are some updates. Now what?

CSR: Great, thank you for checking. Let's go ahead and install those updates. Once that's done, restart your computer, and let me know if the freezing issue persists.

C: (*Slightly less angry*) Okay, I'll do it. But if this doesn't work, I want a permanent solution!

CSR: I completely understand, and I appreciate your cooperation. If the issue persists, we'll explore further steps to find a lasting solution. Please take your time to install the updates, and we'll continue from there.

C: (*Sighs*) Fine, I'll do it now. But I better not face the same problem again.

CSR: I'll do my best to ensure we find a resolution. If you encounter any issues during the update or have questions, feel free to let me know. Thank you for your understanding.

CLO1

- i. Based on the conversation in Figure B2(c), present **TWO (2)** methods of empathy that the Call Center Representative (CSR) has demonstrated to the angry customer.

Berdasarkan perbualan dalam Rajah B2(c), kemukakan DUA (2) kaedah empati yang telah ditunjukkan oleh Wakil Pusat Panggilan (CSR) kepada pelanggan yang marah.

[6 marks]

[6 markah]

CLO1

- ii. Give **ONE (1)** example of what the CSR should do to calm the customer's frustration and ensure a deeper investigation into the computer freezing problem?

Berikan SATU (1) contoh tindakan yang boleh diambil oleh CSR untuk menenangkan kekecewaan pelanggan dan memastikan penyiasatan yang lebih mendalam tentang masalah pembekuan komputer?

[3 marks]

[3 markah]

CLO1

- iii. Produce **TWO (2)** strategies for maintaining ethical conduct while addressing the customer's concerns.

Hasilkan DUA (2) strategi untuk mengekalkan kelakuan beretika semasa menangani kebimbangan pelanggan.

[4 marks]

[4 markah]

SOALAN TAMAT