

**SRM VALLIAMMAI ENGINEERING COLLEGE**  
**(An Autonomous Institution)**

SRMNagar, Kattankulathur– 603203

**DEPARTMENT OF  
COMPUTER SCIENCE AND ENGINEERING, DEPARTMENT  
OF CYBER SECURITY  
&  
DEPARTMENT OF ARTIFICIAL INTELLIGENCE-DATA  
SCIENCE**

**QUESTION BANK**



**VI SEMESTER**

**PCY304 – SOCIAL ENGINEERING**

**Regulation–2023**

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## DEPARTMENT OF CYBER SECURITY

### QUESTION BANK

**SUBJECT : PCY304 – SOCIAL ENGINEERING**

**SEM / YEAR: VI/III**

UNIT I - INTRODUCTION			
SYLLABUS: Introduction to Social Engineering – Importance – Social Ethics – Vision & Mission towards Society- Individual Social Responsibility (ISR) UNSDGs- Relevance & impact of SDGs.			
PART A			
Q.No	Questions	BTLevel	Competence
1.	Define social engineering.	BTL 1	Remember
2.	List any two common social engineering techniques.	BTL 1	Remember
3.	Identify two types of social engineering attacks.	BTL 1	Remember
4.	What is meant by human vulnerability in social engineering?	BTL 1	Remember
5.	How does social engineering rely on human psychology?	BTL 2	Understand
6.	Compare social engineering with technical hacking.	BTL 2	Understand
7.	Why is trust considered an important factor in social engineering?	BTL 2	Understand
8.	List any two reasons why social engineering is important in society.	BTL 1	Remember
9.	Define social ethics.	BTL 1	Remember
10.	What is meant by moral values in social ethics?	BTL 1	Remember
11.	How do social ethics help individuals distinguish right from wrong?	BTL 2	Understand
12.	How can lack of social ethics affect societal development?	BTL 2	Understand
13.	Define vision in the context of social engineering.	BTL 1	Understand
14.	Define mission in the context of social engineering.	BTL 1	Understand
15.	How can vision and mission together contribute to building a better society?	BTL 2	Understand
16.	Define Individual Social Responsibility (ISR).	BTL 1	Remember
17.	List any two examples of ISR activities.	BTL 1	Remember
18.	State the meaning of UNSDGs (United Nations Sustainable	BTL 1	Remember
19.	What is meant by global sustainability under the UNSDGs?	BTL 1	Remember
20.	How can small personal actions support the achievement of UNSDGs?	BTL 2	Understand
21.	Why is ISR considered essential for achieving sustainable development?	BTL 2	Understand
22.	State two reasons why SDGs were introduced by the United Nations.	BTL 1	Remember
23.	What is meant by “sustainable development” in relation to SDGs?	BTL 1	Remember

24.	How do SDGs create long-term impact on global development?	BTL 2	Understand
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<b>PART – B</b>			
1.	(i) Generalize how social engineering techniques can influence human behavior in society. Explain the psychological factors and behavioral patterns that attackers exploit to manipulate individuals. (8) (ii) Apply the impact of social engineering on decision-making processes in society. Illustrate how manipulation of information or trust can lead individuals or groups to make compromised or unintended decisions. (8)	BTL 3	Apply
2.	(i) Apply the concepts of social engineering to analyze strategies modern society can adopt to reduce the spread of misinformation on digital platforms. (8) (ii) Interpret social engineering principles to examine measures that can be implemented to improve digital safety for individuals and organizations in modern society. (8)	BTL 3	Apply
3.	Critically evaluate the overall impact of social engineering on societal growth, ethical behavior and responsible citizenship. (16)	BTL 5	Evaluate
4.	Analyze the importance of social engineering in promoting awareness, safety and community responsibility in society? (16)	BTL 4	Analyze
5.	Demonstrate how social engineering techniques can be applied to improve communication and trust in organizations. (16)	BTL 3	Apply
6.	Analyze how the absence of social engineering awareness can increase risks in digital and social environments. (16)	BTL 4	Analyze
7.	(i) Design the importance of social engineering education in schools and colleges in developing awareness, ethical judgment, and safe digital behavior among students. (8) (ii) Construct the role of social engineering awareness and training in workplaces in reducing human-centric security risks and strengthening organizational resilience. (8)	BTL 5	Evaluate
8.	Determine how the social ethics guide individuals and communities toward responsible social conduct? (16)	BTL 5	Evaluate
9.	Apply ethical principles to assess a real-world social issue of your choice. (16)	BTL 3	Apply
10.	(i) Determine the impact of ignoring social ethics on individuals, with reference to personal integrity, trust, and long-term social consequences. (8) (ii) Examine the consequences of neglecting social ethics on institutions and society at large, focusing on governance, social cohesion, and sustainable development. (8)	BTL 4	Analyze
11.	Evaluate whether modern society is becoming more or less ethical, supporting your answer with valid reasons. (16)	BTL 5	Evaluate
12.	Analyze how the vision and mission statements support to long-term societal development under social engineering? (16)	BTL 4	Analyze

13.	Demonstrate how an organization can create socially responsible vision and mission statements using ethical principles. (16)	BTL 3	Apply
14.	(i) Analyze the connection between the United Nations Sustainable Development Goals (UNSDGs) and Individual Social Responsibility (ISR) in promoting sustainable community development. (8) (ii) Analyze how individual actions and behavioral choices, aligned with UNSDGs, contribute to building inclusive, resilient, and sustainable communities. (8)	BTL 4	Analyze
15.	Illustrate how ISR can be applied by individuals to achieve selected SDGs such as education, environment or equality. (16)	BTL 3	Apply
16.	Analyze the relevance of SDGs in addressing global challenges like poverty, inequality and climate change. (16)	BTL 4	Analyze
17.	(i) Construct the overall effectiveness of Sustainable Development Goal (SDG) implementation in developing nations. (8) (ii) Design the challenges and outcomes of SDG implementation in developing countries by examining social, economic, and environmental dimensions. Support your evaluation with appropriate real-world examples to justify successes and limitations. (8)	BTL 5	Evaluate

## UNIT- II: PHYSICAL SOCIAL ENGINEERING

**SYLLABUS: Real World Example of Collecting OSINT – Non technical OSINT – Tools of the Trade – Profiling People Through Communication: The Approach – Enter the DISC.**

### PART – A

1.	What is meant by OSINT (Open-Source Intelligence)?	BTL 1	Remember
2.	What is non-technical OSINT?	BTL 1	Remember
3.	State any two sources of non-technical OSINT.	BTL 1	Remember
4.	What is meant by information gathering in social engineering?	BTL 1	Remember
5.	What is a real-world example of OSINT collection?	BTL 1	Remember
6.	How can OSINT be applied in real-world security situations?	BTL 2	Understand
7.	How does non-technical OSINT differ from technical OSINT?	BTL 2	Understand
8.	List any two examples of non-technical OSINT methods.	BTL 1	Remember
9.	Why are real-world OSINT examples useful for attackers?	BTL 2	Understand
10.	What is meant by “Tools of the Trade” in social engineering?	BTL 1	Remember
11.	Name any two OSINT tools used by social engineers.	BTL 1	Remember
12.	What type of information can be extracted using OSINT tools?	BTL 1	Remember
13.	What is the purpose of using search engines as OSINT tools?	BTL 1	Remember
14.	What is meant by profiling people through communication?	BTL 1	Remember
15.	What is the DISC personality model?	BTL 1	Remember
16.	Why are verification tools important in OSINT investigations?	BTL 2	Understand
17.	How can identifying personality types improve social engineering	BTL 2	Understand
18.	Expand the terms D, I, S, and C in the DISC model.	BTL 1	Remember
19.	How Dominance (D) personalities differ from Steadiness (S)	BTL 2	Understand
20.	How does observing response patterns help in profiling	BTL 2	Understand
21.	What is the role of social networking sites in information	BTL 1	Remember
22.	What is meant by metadata?	BTL 1	Remember

23.	Outline the importance of document analysis for understanding social engineering techniques.	BTL 2	Understand
24.	How do tools help in creating accurate target profiles?	BTL2	Understand
PART B			

1.	(i) Demonstrate the concept of OSINT to explain how a social engineer can collect publicly available information to profile an individual. (8) (ii) Apply OSINT techniques to illustrate how collected public information can be utilized to build an individual profile, with suitable examples. (8)	BTL 3	Apply
2.	(i) Demonstrate how non-technical OSINT techniques can be applied to gather personal information in real-world social engineering scenarios. (8) (ii) Apply how non-technical OSINT techniques can be applied to collect organizational information in real-world social engineering scenarios. (8)	BTL 3	Apply
3.	Analyze the role of information gathering in social engineering attacks. How does profiling influence the success of an attack? Support your answer with logical reasoning. (16)	BTL 4	Analyze
4.	(i) Examine the characteristics of technical OSINT and non-technical OSINT used in social engineering. (8) (ii) Analyze the advantages and limitations of technical OSINT and non-technical OSINT in social engineering attacks. (8)	BTL 4	Analyze
5.	Evaluate the ethical and security implications of excessive information sharing on public platforms. How does this behavior increase vulnerability to social engineering attacks? (16)	BTL 5	Evaluate
6.	Assess the effectiveness of OSINT-based profiling when compared to direct interaction with targets in social engineering operations. (16)	BTL 5	Evaluate
7.	Apply the concept of 'Tools of the Trade' to explain how OSINT tools can be used to gather, organize, and analyze target information in social engineering. (16)	BTL 3	Apply
8.	Illustrate the application of metadata analysis as a tool in social engineering, explaining how hidden information can be exploited. (16)	BTL 3	Apply
9.	(i) Analyze the role of search engines and social networking sites in social engineering information gathering. (8) (ii) Analyze the significance of document analysis tools in social engineering information gathering. (8)	BTL 4	Analyze
10.	Analyze how tool-based information gathering improves efficiency and accuracy when compared to manual methods. (16)	BTL 4	Analyze
11.	Evaluate the reliability and risks associated with freely available OSINT tools in social engineering activities. (16)	BTL 5	Evaluate
12.	Assess the importance of selecting appropriate tools during the information-gathering phase of a social engineering attack. (16)	BTL 5	Evaluate

13.	(i) Propose the advantages and limitations of using freely available OSINT (Open-Source Intelligence) tools in social engineering. Discuss how these tools impact the efficiency and accuracy of information gathering. (8) (ii) Formulate whether dependence solely on freely available OSINT tools is sufficient for effective profiling in social engineering. Justify your answer with reasoning. (8)	BTL 5	Evaluate
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14.	Design a comprehensive information-gathering strategy using OSINT and tools of the trade to profile a target organization, clearly explaining each step involved. (16)	BTL 6	Create
15.	Analyze the role of tools of the trade in improving the efficiency of information gathering. Compare tool-based profiling with manual information collection. (16)	BTL 4	Analyze
16.	Analyze how information gathered from different OSINT sources can be correlated to create an accurate profile of a target. Explain the risks involved in inaccurate or incomplete analysis. (16)	BTL 4	Analyze
17.	(i) Apply the concepts of information gathering to explain how a social engineer can profile an individual using publicly available non-technical sources such as social media, blogs, forums, and public records. (8) (ii) Apply OSINT principles to illustrate the step-by-step process a social engineer would follow to profile an individual using non-technical public sources. Support your explanation with appropriate real-world examples. (8)	BTL 3	Apply

### UNIT III - SOCIAL MARKETING

**SYLLABUS: Social Marketing-Marketing Mix-Process-Social Entrepreneurship-History-Impact-Types -Social Entrepreneurs-Social Enterprises-Social Business model canvas.**

#### PART – A

1.	Define social marketing.	BTL 1	Remember
2.	Differentiate between social marketing and commercial marketing.	BTL 2	Understand
3.	Give an example showing how social marketing influences public behavior.	BTL 2	Understand
4.	List any two key features of social marketing.	BTL 1	Remember
5.	Name the 4Ps used in the social marketing mix.	BTL 1	Remember
6.	Summarize the “Product” component in a social marketing context.	BTL 2	Understand
7.	What does “Place” indicate in the social marketing mix?	BTL 1	Remember
8.	State the role of “Promotion” in a social marketing initiative.	BTL 2	Understand
9.	Mention any two major steps in the social marketing process.	BTL 1	Remember
10.	How does audience segmentation contribute to the social marketing process?	BTL 2	Understand
11.	What is the purpose of formative research in social marketing?	BTL 2	Understand
12.	What is social entrepreneurship?	BTL 1	Remember
13.	How is social entrepreneurship different from traditional entrepreneurship?	BTL 2	Understand
14.	List any two objectives of social entrepreneurship.	BTL 1	Remember

15.	What does the term “value creation” indicate in social	BTL 2	Understand
16.	Identify a pioneer associated with modern social entrepreneurship.	BTL 1	Remember
17.	State one major social impact resulting from social entrepreneurship.	BTL 2	Understand

18.	Mention one historical factor that supported the rise of social entrepreneurship.	BTL 1	Remember
19.	Who is a social entrepreneur?	BTL 1	Remember
20.	State any two qualities found in effective social entrepreneurs.	BTL 2	Remember
21.	What is a social enterprise?	BTL 2	Understand
22.	What is the purpose of using a Social Business Model Canvas in a social venture?	BTL 2	Understand
23.	Name any two key components of the Social Business Model Canvas.	BTL 1	Remember
24.	How does the Social Business Model Canvas help in identifying the target beneficiaries of a social venture?	BTL 2	Understand

**PART-B**

1.	Critically evaluate the role of social marketing in promoting behavior change for social welfare, and justify its effectiveness using suitable examples. (16)	BTL 5	Evaluate
2.	(i) Apply the principles of social marketing to design a large-scale public health awareness campaign. (8) (ii) Generalize the principles of social marketing to design a large-scale environmental awareness campaign. (8)	BTL 3	Apply
3.	Apply the social marketing mix (Product, Price, Place, Promotion) to create a campaign addressing a specific social problem. (16)	BTL 3	Apply
4.	(i) Examine how the goals and target audiences of social marketing differ from those of commercial marketing. (8) (ii) Analyze the differences in strategies between the social marketing mix and the commercial marketing mix. (8)	BTL 4	Analyze
5.	Demonstrate the stages involved in the social marketing process and illustrate how each stage contributes to achieving behavior change. (16)	BTL 3	Apply
6.	Analyze the role of research, segmentation, and evaluation in improving the efficiency and impact of the social marketing process. (16)	BTL 4	Analyze
7.	Justify the meaning of social entrepreneurship and identify the main features that distinguish it from traditional entrepreneurship. (16)	BTL 5	Evaluate
8.	Apply the principles of social entrepreneurship to propose a solution for a pressing social or community issue. (16)	BTL 3	Apply
9.	(i) Design the social and economic impacts of social entrepreneurship, using relevant real-world examples. (8) (ii) Prepare the role of social entrepreneurship in community development and empowerment with suitable real-world examples. (8)	BTL 5	Evaluate

10.	Critically evaluate the historical development of social entrepreneurship and discuss the major events or individuals that shaped its evolution. (16)	BTL 5	Evaluate
11.	Design the social, economic, and community-level impacts of social entrepreneurship with relevant real-world examples. (16)	BTL 5	Evaluate

12.	(i) Demonstrate different types of social entrepreneurship models (non-profit, hybrid, and for-profit) to address specific social problems. (8) (ii) Generalize eco-entrepreneurship and other emerging social entrepreneurship models to solve environmental and community-based social challenges. (8)	BTL 3	Apply
13.	(i) Examine the contribution of social enterprises to sustainable development goals and long-term social value creation. (8) (ii) Conclude the role of social enterprises in empowering communities and addressing social challenges in a sustainable manner. (8)	BTL 4	Analyze
14.	Analyze the characteristics, leadership qualities, and innovation styles of social entrepreneurs who create large-scale social impact. (16)	BTL 4	Analyze
15.	(i) Construct the contribution of social enterprises to sustainable development goals and long-term social value creation. (8) (ii) Design the role of social enterprises in empowering communities and addressing social challenges in a sustainable manner. (8)	BTL 5	Evaluate
16.	Justify a Social Business Model Canvas for a new social venture by integrating its key components, and justify how each component supports the overall venture strategy. (16)	BTL 6	Create
17.	Apply the Social Business Model Canvas to design a new social enterprise addressing a chosen societal issue. (16)	BTL 3	Apply

#### UNIT IV - HACKING THE HUMANS

**An Equal Opportunity Victimizer – The Principles of the Pentest – Phishing- Vishing- SMishing- Impersonation- Reporting – Legal implications of social engineering – Ethical behavior and responsible use of knowledge.**

#### PART – A

1.	What is meant by “An Equal Opportunity Victimizer” in social engineering?	BTL 1	Remember
2.	Define social engineering penetration testing (pentest).	BTL 1	Remember
3.	What is phishing?	BTL 1	Remember
4.	What is vishing?	BTL 1	Remember
5.	What is smishing?	BTL 1	Remember
6.	What is meant by impersonation in social engineering?	BTL 1	Remember
7.	What is the purpose of reporting in a social engineering test?	BTL 1	Remember
8.	What is meant by ethical behavior in social engineering?	BTL 1	Remember
9.	Define responsible use of social engineering knowledge.	BTL 1	Remember

10.	What is a scope agreement in a pentest?	BTL 1	Remember
11.	Why is social engineering described as an equal opportunity victimizer?	BTL 2	Understand
12.	State the importance of rules of engagement in a pentest.	BTL 2	Understand
13.	How does phishing differ from vishing?	BTL 2	Understand
14.	State how smishing exploits human behavior.	BTL 2	Understand

15.	Why is impersonation effective in social engineering attacks?	BTL 2	Understand
16.	State why reporting is a critical phase of social engineering	BTL 2	Understand
17.	How do ethical guidelines limit misuse of social engineering skills?	BTL 2	Understand
18.	Why must legal permission be obtained before conducting a pentest?	BTL 2	Understand
19.	What are the consequences of unethical social engineering practices?	BTL 2	Understand
20.	How does awareness reduce phishing-based attacks?	BTL 2	Understand
21.	What is meant by phishing in the context of social engineering penetration testing?	BTL1	Remember
22.	What is impersonation in authorized security testing?	BTL 1	Remember
23.	Why reporting is important for organizational security.	BTL 2	Understand
24.	List the consequences of misusing social engineering techniques.	BTL 2	Understand

**PART – B**

1.	(i) Generalize the concept of “Equal Opportunity Victimizer” to explain how social engineering targets individuals at different organizational levels. (8) (ii) Demonstrate the concept of “Equal Opportunity Victimizer” to explain why organizational hierarchy does not prevent individuals from being victims of social engineering. (8)	BTL 3	Apply
2.	Illustrate the application of impersonation techniques in controlled security assessments with proper approval. (16)	BTL 3	Apply
3.	Apply the principles of social engineering pretesting to describe how phishing attacks are executed ethically within a defined scope. (16)	BTL 3	Apply
4.	(i) Demonstrate how vishing techniques can be applied during authorized penetration testing. (8) (ii) Interpret how smishing techniques can be applied during authorized penetration testing. (8)	BTL 3	Apply
5.	Analyze the principles of a social engineering pentest and explain their importance in preventing misuse. (16)	BTL 4	Analyze
6.	Analyze the similarities and differences between phishing, vishing, and smishing attacks. (16)	BTL 4	Analyze
7.	Analyze why social engineering attacks are effective despite technical security controls. (16)	BTL 4	Analyze

8.	(i) Examine the reporting process of a social engineering penetration test to explain how identified vulnerabilities are communicated to an organization. (8) (ii) Determine pentest reporting outcomes to explain how organizations can improve their security posture after a social engineering assessment. (8)	BTL 4	Analyze
9.	Analyze how impersonation exploits human trust mechanisms. (16)	BTL 4	Analyze
10.	Design the ethical challenges involved in conducting social engineering penetration testing. (16)	BTL 5	Evaluate
11.	Assess the legal implications of performing social engineering attacks without authorization. (16)	BTL 5	Evaluate

12.	Evaluate the impact of social engineering awareness programs in reducing phishing attacks. (16)	BTL 5	Evaluate
13.	Evaluate the effectiveness of reporting mechanisms in mitigating future social engineering risks.	BTL 5	Evaluate
14.	Assess whether social engineering knowledge should be restricted to security professionals. (16)	BTL 5	Evaluate
15.	Asses an ethical social engineering penetration testing plan including scope definition, attack methods, reporting, and legal considerations. (16)	BTL 6	Create
16.	(i) Conclude the ethical responsibilities of security professionals when conducting social engineering attacks as part of ethical hacking. (8) (ii) Analyze the privacy concerns associated with social engineering practices and how they can be balanced with ethical hacking objectives. (8)	BTL 4	Analyze
17.	Construct the responsibility of security professionals in preventing the misuse of social engineering techniques. (16)	BTL 5	Evaluate

### UNIT V SOCIAL ENGINEERING ATTACKS

**Social Engineering Attacks-Develop Actionable and Realistic Policies- Real-World Check-ups- Security Awareness Programs – Open-source Intelligence (OSINT) – Online Research and Profiling – Data aggregation and correlation.**

#### PART – A

1.	What is meant by a social engineering attack?	BTL 1	Remember
2.	Define actionable security policy.	BTL 1	Remember
3.	What is meant by a What is meant by a real-world security check-up??	BTL 1	Remember
4.	What is a security awareness program?	BTL 1	Remember
5.	Define Open-Source Intelligence (OSINT).	BTL 1	Remember
6.	What is meant by online research in social engineering?	BTL 1	Remember
7.	Define profiling in the context of security assessment.	BTL 1	Remember
8.	What is data aggregation?	BTL 1	Remember
9.	What is meant by data correlation?	BTL 1	Remember
10.	What is the objective of developing realistic security policies?	BTL 1	Remember
11.	State why social engineering attacks target human behavior.	BTL 2	Understand
12.	Outline the need for actionable security policies in organizations.	BTL 2	Understand

13.	How do real-world check-ups help organizations identify weaknesses?	BTL 2	Understand
14.	Write the role of security awareness programs in attack prevention.	BTL 2	Understand
15.	How does OSINT support defensive security planning?	BTL 2	Understand
16.	How online research can reveal organizational vulnerabilities.	BTL 2	Understand
17.	Why is profiling important in understanding social engineering threats?	BTL 2	Understand
18.	How data aggregation enhances information analysis.	BTL 2	Understand
19.	How does data correlation improve threat detection?	BTL 2	Understand
20.	State why policies must be realistic and practical.	BTL 2	Understand
21.	State why some organizations fail even after implementing security policies.	BTL 2	Understand

22.	What are the consequences of ignoring real-world security check-ups?	BTL 2	Understand
23.	What is meant by a security policy in an organization?	BTL1	Remember
24.	What is a real-world security check-up?	BTL1	Remember

**PART – B**

1.	Apply the concept of OSINT to explain how online research and profiling can be used to identify social engineering threats in an organization. (16)	BTL 3	Apply
2.	Demonstrate how actionable and realistic security policies can be implemented to reduce social engineering attacks. (16)	BTL 3	Apply
3.	Illustrate the application of security awareness programs in preventing human-centric attacks. (16)	BTL 3	Apply
4.	Apply data aggregation techniques to explain how security-related information can be collected from multiple sources. (16)	BTL 3	Apply
5	(i) Analyze common social engineering attacks used against organizations. (8) (ii) Analyze why humans are considered the weakest link in security systems. (8)	BTL 4	Analyze
6.	Analyze the importance of real-world check-ups in validating organizational security policies. (16)	BTL 4	Analyze
7.	Analyze how online research and profiling contribute to successful social engineering attacks. (16)	BTL 4	Analyze
8.	(i) Analyze how data correlation techniques help in identifying hidden patterns associated with social engineering threats. (8) (ii) Examine the impact of correlated user behavior and network data in detecting social engineering attacks within cybersecurity systems. (8)	BTL 4	Analyze
9.	(i) Analyze the effectiveness of security awareness programs in preventing social engineering attacks. (8) (ii) Determine the effectiveness of technical security controls in mitigating social engineering attacks. (8)	BTL 4	Analyze
10.	Design the effectiveness of security awareness programs in mitigating social engineering attacks. (16)	BTL 5	Evaluate
11.	Develop the importance of developing realistic policies rather than ideal theoretical policies. (16)	BTL 5	Evaluate

12.	Construct the ethical implications of using OSINT for organizational security assessments. (16)	BTL 5	Evaluate
13.	Deduce how continuous real-world check-ups improve organizational resilience. (16)	BTL 5	Evaluate
14.	Design the impact of data aggregation and correlation on security decision-making. (16)	BTL 5	Evaluate
15.	(i) Design a security awareness program to defend against social engineering attacks using OSINT insights. (8) (ii) Construct a security policy framework based on real-world security assessments to mitigate social engineering attacks. (8)	BTL 6	Create
16.	Analyze the relationship between human behavior, policies, and awareness in preventing social engineering attacks. (16)	BTL 4	Analyze
17.	Construct the role of proactive security measures in reducing organizational exposure to social engineering threats. (16)	BTL 5	Evaluate