eMahendra's
Unit of Mahendra Educational Private Ltd.

COMPETITION BOOSTER FOR IT OFFICER PART I

1. The most widely used coding scheme is------------
   - ❖ **ASCII**
   - ❖ Unicode
   - ❖ EBCDIC
   - ❖ Hexadecimal

2. A microprocessor is a:
   - ❖ **Central processing unit on a chip**
   - ❖ Motherboard
   - ❖ Memory module
   - ❖ Transistor

3. A system bus:
   - ❖ runs at 100 MHz
   - ❖ **Transports data between the CPU and memory.**
   - ❖ Uses a set of serial electrical paths.
   - ❖ Is always the same size.

4. Expansion boards are also called:
   - ❖ **Adapter cards.**
   - ❖ Serial ports.
   - ❖ USB ports.
   - ❖ Parallel ports.

5. The IEEE 1394 bus is a(n):
   - ❖ PC Card bus.
   - ❖ Low-speed parallel bus.
   - ❖ **High-speed serial bus**.
   - ❖ Universal Serial Bus (USB).

6. A name for memory packaged on a circuit board is:
   - ❖ DRAMs.
   - ❖ **SIMMs.**
   - ❖ RDRAMs.
   - ❖ SRAMs.

7. A measure of computer speed is:
   - ❖ TB.
   - ❖ KB.
   - ❖ **MIPS.**
   - ❖ MB.

8. What is defined as the number of bits that the CPU processes as a unit?
   - ❖ A computer sentence
   - ❖ **A computer word**
   - ❖ A computer phrase
   - ❖ A computer term

9. Semiconductor memory is:
   - ❖ Random.
   - ❖ **Volatile.**
   - ❖ Read-only.
   - ❖ Static.

10. What are currently being used in cellular phones, digital cameras, and digital music recorders?
    - ❖ Micro chips
    - ❖ SIMM chips
    - ❖ **Flash chips**
    - ❖ RAM chips

11. The ultimate speed solution is _____, a method of using multiple processors at the same time.
    - ❖ **parallel processing**
    - ❖ serial processing

12. _____ is a processing technique that feeds a new instruction into the CPU at every step of the processing cycle so that four or more instructions are being worked on simultaneously.
    - ❖ **Pipelining**
    - ❖ Caching

13. The two parts of the _____ are the control unit and the arithmetic/logic unit.
    - ❖ **central processing unit**
    - ❖ primary storage

14. The _____ contains circuitry that uses electrical signals to direct the entire computer system to carry out, or execute, stored program instructions.
    - ❖ arithmetic/logic unit (ALU)
    - ❖ **control unit**

15. Memory is also known as primary storage, primary memory, _____, internal storage, and main memory.
    - ❖ secondary storage
    - ❖ **main storage**

16. Before an instruction can be executed, program instructions and data must be placed into memory from a(n) _____ or a secondary storage device.
    - ❖ diskette
    - ❖ **input device**

17. The first two steps that the CPU performs on each instruction are called instruction time, or _____.
    - ❖ **I-time**
    - ❖ machine cycle

18. The last two steps that the CPU performs on each instruction are called execution time or _____.
    - ❖ I-time
    - ❖ **E-time**

19. The combination of I-time and E-time is called the _____.
    - ❖ instruction set
    - ❖ **machine cycle**

20. Which systems can interpret sustained speech so that users can speak almost normally?
    - ❖ **Continuous word**
    - ❖ Instant word
    - ❖ Discrete word
    - ❖ Virtual word

21. Digital photographs are composed of:
    - ❖ Points.
    - ❖ **Pixels.**
    - ❖ Frames.
    - ❖ Digits.

22. Digital video consists of a series of:
    - ❖ Media clips.
    - ❖ Captures.
    - ❖ **Frames.**
    - ❖ Pictures.

23. The number of times an electron beam refreshes a CRT screen is called the:
    - ❖ Pulse rate.
    - ❖ Image rate.
    - ❖ **Scan rate.**
    - ❖ CRT rate.

24. The graphics standard most commonly used today is:
    - ❖ **SVGA.**
    - ❖ LCD.
    - ❖ RGB.
    - ❖ VGA.

25. A new class of displays based on flat panel technology is called:
    - ❖ Passive matrix.
    - ❖ **Smart displays.**
    - ❖ Active matrix.
    - ❖ Liquid crystal display.

26. This printer places an image on a page without physically touching the page.
    - ❖ Line printer
    - ❖ Impact printer
    - ❖ **Non-impact printer**
    - ❖ Dot-matrix printer

27. A set of rules designed for connecting musical instruments, synthesizers, and computers is:
    - ❖ TFT.
    - ❖ POS.
    - ❖ COM.
    - ❖ **MIDI.**

28. A combination of input and output devices designed to capture retail sales data at the point where the transaction takes place is a:
   - ❖ Kiosk
   - ❖ *ATM*
   - ❖ Dumb terminal
   - ❖ **Point-of-sale (POS) terminal**

29. This system integrates CAD/CAM and the entire manufacturing process.
   - ❖ **Computer-integrated manufacturing (CIM)**
   - ❖ Project scheduling
   - ❖ Materials management
   - ❖ Production control

30. A _____ usually has one or more buttons or other mechanisms to indicate the action to take once the pointer has been positioned in the desired location.
   - ❖ **pointing device**
   - ❖ peripheral device

31. The _____ is a variation on the mechanical mouse.
   - ❖ **trackball**
   - ❖ stylus

32. _____ use touch screens to provide information and services to the public.
   - ❖ **Kiosks**
   - ❖ ATMs

33. _____ Automation eliminates keying, thereby reducing costs and opportunities for human-introduced mistakes.
   - ❖ **Source data**
   - ❖ Original data

34. _____ involves using a machine to read characters made of magnetized particles.
   - ❖ **MICR**
   - ❖ OCR

35. _____ Systems use a light beam to scan input data and convert it into electrical signals, which are sent to the computer for processing.
   - ❖ Image recognition
   - ❖ **Optical recognition**

36. A _____ typically scans one sheet at a time, though some offer an attachment for scanning multiple sheets.
   - ❖ Sheet fed scanner
   - ❖ **Flatbed scanner**

37. Optical mark recognition (OMR) is sometimes called _____ because a machine senses marks on a piece of paper.
   - ❖ **mark sensing**
   - ❖ light sensing

38. _____ is an inexpensive and remarkably reliable way to get data into a computer.
   - ❖ **Bar coding**
   - ❖ Voice coding

39. _____ Devices accept the spoken word through a microphone and convert it into binary code (0s and 1s) that can be understood by the computer.
   - ❖ **Speech recognition**
   - ❖ Handwriting recognition

40. Which of the following is a benefit of secondary storage?
   - ❖ It is permanent.
   - ❖ It is valid.
   - ❖ It is problem-free.
   - ❖ **It is reliable.**

41. Which of the following items are magnetic media?
   - ❖ Microfiche
   - ❖ Microfilm
   - ❖ **Hard disks**
   - ❖ Optical disks

42. What is the capacity of the newest Iomega Zip drive?
   - ❖ 550 MB
   - ❖ **750 MB**
   - ❖ 600 MB
   - ❖ 200 MB

43. Redundant array of independent disks (RAID) _____
   - ❖ **Uses a group of two or more hard disks that work together as a unit**
   - ❖ is an inexpensive technology
   - ❖ is completely safe
   - ❖ Uses a group of floppy diskettes

44. What is the name for a fixed number of adjacent sectors that are treated as a unit of storage by the operating system?
   - ❖ Cylinder
   - ❖ **Cluster**
   - ❖ Zone
   - ❖ Block

45. The time needed to access data directly on a disk is called _____.
   - ❖ Access speed
   - ❖ **Access time**
   - ❖ Run time
   - ❖ Head speed

46. These devices store data using laser beam technology.
   - ❖ **Optical disks**
   - ❖ Audio disks
   - ❖ Scanners
   - ❖ Hard disks

47. A disk device in which a computer can go directly to the desired record on the disk is called a(n) _____.
    - ❖ Index file access device
    - ❖ Randomizing access device
    - ❖ **Direct-access storage device (DASD)**
    - ❖ Sequential file access device

48. A technique in which transactions are collected into groups is called _____.
    - ❖ sequential processing
    - ❖ online processing
    - ❖ **batch processing**
    - ❖ update processing

49. Name the technique of processing transactions in random order.
    - ❖ **Transaction processing**
    - ❖ Batch processing
    - ❖ Offline processing
    - ❖ Sequential file processing

50. A bank may use _____ processing to check your balance and individually record your cash withdrawal transaction during the day at the teller window or ATM.
    - ❖ Batch
    - ❖ **Transaction**

51. _____ Means that a transaction is processed fast enough for the result to come back and be acted upon right away.
    - ❖ **Real-time processing**
    - ❖ Records processing

52. A _____ file contains data that must updated as transactions occur.
    - ❖ transaction
    - ❖ **master**

53. _____ organization stores records in a file in sequential order, but the file also contains an index of keys.
    - ❖ Random file
    - ❖ **Indexed file**

54. A _____ disk is a rigid platter coated with magnetic oxide that can be magnetized to represent data.
    - ❖ floppy
    - ❖ **hard**

55. On a hard disk that has multiple platters, a _____ consists of the track on each surface that is beneath the read/write head at a given position of the read/write arms.
    - ❖ **cylinder**
    - ❖ cluster

56. The data _____ rate, which tells how fast data can be transferred once it has been found, is usually stated in terms of megabytes of data per second.
    - ❖ access
    - ❖ **transfer**

57. _____ uses an area of memory to temporarily store data from disk that the program might need soon.
   - ❖ **Disk caching**
   - ❖ Data transferring

58. _____ is a set of widely accepted video compression standards.

   - ❖ **MPEG**
   - ❖ JPEG

59. _____ has a large storage capacity, up to 17 GB if both layers and both sides are used.
   - ❖ **DVD-ROM**
   - ❖ CD-ROM

60. Computer systems that transmit data over communications lines, such as telephone lines or cables are:
   - ❖ **Data communications systems**
   - ❖ Data network
   - ❖ Home-based systems
   - ❖ Centralized data systems

61. This method places all processing, hardware, and software in one central location.
   - ❖ Wide area data processing
   - ❖ **Centralized data processing**
   - ❖ Distributed data processing
   - ❖ Network data processing

62. This processing method allows both remote access and remote processing.
   - ❖ **Distributed data processing**
   - ❖ Centralized data processing
   - ❖ Digital transmission
   - ❖ Analog transmission

63. A computer system that uses communications equipment to connect two or more computers and their resources is a:
   - ❖ hub.
   - ❖ bridge.
   - ❖ **network.**
   - ❖ router.

64. The protocol that makes Internet universality possible is:
   - ❖ WAN.
   - ❖ FEP.
   - ❖ POTS.
   - ❖ **TCP/IP.**

65. A network of personal computers that share hardware, software, and data is called a:
   - ❖ **Local area network (LAN)**
   - ❖ Wide area network (WAN)
   - ❖ Metropolitan area network (MAN).
   - ❖ Plain old telephone service (POTS).

66. A network of geographically distant computers and terminals is called a:
   - ❖ Integrated Services Digital Network (ISDN)
   - ❖ Metropolitan area network (MAN).
   - ❖ **Wide area network (WAN)**
   - ❖ Local area network (LAN)

67. In this network arrangement, all computers have equal status.
   - ❖ Client-to-client
   - ❖ Client/server
   - ❖ Token ring
   - ❖ **Peer-to-peer**

68. This system allows workers to transmit messages to other people's computers.

   - ❖ **E-mail**
   - ❖ Videoconferencing
   - ❖ Teleconferencing
   - ❖ Chatting

69. This method allows businesses to send common business forms electronically.
   - ❖ Electronic fund transfer (EFT)
   - ❖ **Electronic data interchange (EDI)**
   - ❖ Facsimile technology (FAX)
   - ❖ Front-end processor (FEP)

70. The most common communications devices all use _____ transmission, a continuous electrical signal in the form of a wave.
   - ❖ automatic
   - ❖ **analog**

71. _____ cards and internal modems have given portable computers full connectivity capability outside the constraints of an office.
   - ❖ Graphics
   - ❖ **PC**

72. A(n) _____ adapter can move data at 128,000 bps, more than double a standard modem.

   - ❖ fax
   - ❖ **ISDN**

73. The _____ modem uses the coaxial television cables that are already in place without interrupting normal cable TV reception.
   - ❖ cellular
   - ❖ **cable**

74. A popular communications medium is _____ transmission, which uses line-of-sight transmission of data signals through the atmosphere.
   - ❖ **microwave**
   - ❖ fiber optics

75. A _____ is a set of rules for the exchange of data between a terminal and a computer or between two computers.
    - ❖ standard
    - ❖ **protocol**

76. A _____ network has a central (hub) computer that is responsible for managing the network
    - ❖ **star**
    - ❖ ring

77. A _____ card connects each computer to the wiring in the network.
    - ❖ **network interface**
    - ❖ PC interface

78. _____ has attracted a lot of attention because a well-designed system reduces the volume of data traffic on the network and allows faster response for each client computer.

    - ❖ **The client/server arrangement**
    - ❖ The file server relationship

79. An office automation development with cost-saving potential is _____, a method of using technology to bring people and ideas together despite geographic barriers.
    - ❖ facsimile
    - ❖ **teleconferencing**

80. What is the name of the project that led to the development of the Internet?

    - ❖ NSF net
    - ❖ DARPA
    - ❖ UUNET
    - ❖ **ARPANET**

81. Who developed the concept of the World Wide Web?
    - ❖ Marc Andreessen
    - ❖ Mitch Kapor
    - ❖ **Dr. Tim Berners-Lee**
    - ❖ Robert Metcalfe

82. What part of the Internet was provided by the National Science Foundation (NSF)?
    - ❖ **The backbone**
    - ❖ The trunk line
    - ❖ The nodes
    - ❖ The branches

83. The interface software that is used to explore the Internet is called a:
    - ❖ **Browser.**
    - ❖ Searcher.
    - ❖ Linker.
    - ❖ Surfer.

84. A message to be sent over the Internet is divided up into uniformly sized packages called:
   - ❖ Units.
   - ❖ **Packets.**
   - ❖ Applets.
   - ❖ Bundles.

85. This service provides the server computer and the software to connect to the Internet.
   - ❖ An Internet link provider
   - ❖ A browser service provider
   - ❖ A client service provider
   - ❖ **An Internet service provider (ISP)**

86. What is the initial page of the Web site for the company that created your particular browser?
   - ❖ The start page
   - ❖ The hyperlink page
   - ❖ The link page
   - ❖ **The home page**

87. A string of letters and symbols that is the unique address of a Web page or file on the Internet is called a(n):
   - ❖ HTML.
   - ❖ **URL.**
   - ❖ TCP.
   - ❖ XML.

88. This is an informal network of computers that allow the posting and reading of messages in newsgroups that focus on specific topics.
   - ❖ Telnet
   - ❖ Newsreader
   - ❖ **Usenet**
   - ❖ Netiquette

89. Computers on the Internet have a standard way to transfer copies of files, a set of rules called:
   - ❖ WAP.
   - ❖ VPN.
   - ❖ FAQ.
   - ❖ **FTP.**

90. A _____ is software, usually located at its own Web site, that lets a user specify search terms.
   - ❖ **Search engine**
   - ❖ Database engine

91. A _____ is the work of human researchers, who sift through sites and organize them by content categories.
   - ❖ Catalog
   - ❖ **Directory**

92. You should also become familiar with the general rules of good behavior on the Internet, referred to as _____.
   - ❖ **Netiquette**
   - ❖ Statutes

93. _____ is a protocol that allows remote users to use their PC to log onto a host computer system over the Internet and use it as if they were sitting at one of that system's local terminals.
   - ❖ Usenet
   - ❖ **Telnet**

94. _____ is the most-used feature of the Internet, used even more than the Web.
   - ❖ E-**mail**
   - ❖ Voice mail

95. The world of _____, buying and selling over the Internet, represents nothing less than a new economic order.
   - ❖ Outlet shopping
   - ❖ **E-commerce**

96. Internet retail activity is referred to as _____ e-commerce.
   - ❖ **Business-to-consumer (B2C)**
   - ❖ Business-to-business (B2B)

97. _____ e-commerce takes place over the many online auction sites.
   - ❖ **Consumer-to-consumer (C2C)**
   - ❖ Business-to-business (B2B)

98. The de facto standard for online transaction payments is the _____ protocol.
   - ❖ **Secure Sockets Layer (SSL)**
   - ❖ Secure Payment Transaction (SPT)

99. A portal Web site offers news, sports, and shops from sources called _____.
   - ❖ Associates
   - ❖ **Affiliates**

100. What major issue separates the computing haves from the have-nots?
   - ❖ Healthy computing
   - ❖ Green computing
   - ❖ Ergonomics
   - ❖ **The digital divide**

101. What refers to human factors related to the use of computers?
   - ❖ Employee monitoring
   - ❖ Energy management
   - ❖ **Ergonomics**
   - ❖ Child monitoring

102. What refers to addressing the environmental impact of computer use in an environmentally responsible manner?
   - ❖ Ethical computing
   - ❖ Fair use
   - ❖ Cyber squatting
   - ❖ **Green computing**

103. What standards do many organizations require all newly purchased computer equipment to meet?
- ❖ HUD
- ❖ ACM
- ❖ DNR
- ❖ **Energy Star**

104. What features do current operating systems contain that reduce the power requirements of computer systems?
- ❖ **Energy management features**
- ❖ Power boosters
- ❖ Energy logos
- ❖ Surge protectors

105. What is the legislation that prohibits any new taxes that single out Internet transactions, such as taxes on Internet service?
- ❖ **The Internet Nondiscrimination Act**
- ❖ The U.S. Copyright Act
- ❖ The Communications Decency Act
- ❖ The Neighborhood Children's Internet Protection Act

106. What software attempts to prevent children from accessing objectionable sites?
- ❖ Desktop management software
- ❖ Prevention software
- ❖ **Blocking software**
- ❖ Anti-virus software

107. What legislation attempted to prevent people from preying on children on the Internet, but was struck down by the Supreme Court?
- ❖ **The Communications Decency Act**
- ❖ The U.S. Copyright Act
- ❖ The Internet Nondiscrimination Act
- ❖ The Digital Millennium Copyright Act

108. What refers to results of intellectual activity in the industrial, scientific, literary, or artistic fields?

- ❖ Copyrights
- ❖ Patents
- ❖ **Intellectual property (IP)**
- ❖ Trademarks

109. What involves registering common words and phrases as domain names, with the intention of selling the domain name at a profit to a company that wanted a catchy, easily remembered URL?
- ❖ **Cyber squatting**
- ❖ Domain theft
- ❖ Identity theft
- ❖ Cyber theft

110. Repetitive _____ injuries seem to be aggravated by overall job stress.
- ❖ **Strain**
- ❖ Sprain

111. Current operating systems contain many energy _____ features.
    - ❖ **Management**
    - ❖ Consumption

112. A jurisdictional issue within the U.S. involves the imposition of sales taxes on _____ transactions.
    - ❖ **Internet**
    - ❖ Wholesale

113. The current moratorium on Internet taxes, titled the _____, is in effect through 2005 and prohibits any new taxes that single out Internet transactions, such as taxes on Internet service.
    - ❖ **Internet Nondiscrimination Act**
    - ❖ Anti-Cyber squatting Consumer Protection Act

114. _____ refers to standards of moral conduct.
    - ❖ Rules
    - ❖ **Ethics**

115. Computer _____ need to consider the ethical implications of their actions in developing and administering computer systems.
    - ❖ **Professionals**
    - ❖ Users

116. Association for Computing Machinery is a worldwide organization for information technology professionals and _____.
    - ❖ **Students**
    - ❖ Hobbyists

117. Under an _____, customers are notified of the privacy policy and must specifically agree before their data can be released.
    - ❖ Opt-out policy
    - ❖ **Opt-in policy**

118. Under the _____ provision of the U.S. Copyright Act, you are permitted to make use of copyrighted works for limited purposes.
    - ❖ **Fair use**
    - ❖ Occasional use

119. In 1998, Congress passed the _____, which makes it illegal to use, develop, or publish methods of breaking anti-piracy protections added to copyrighted works, and bans devices designed for that purpose.
    - ❖ **Digital Millennium Copyright Act**
    - ❖ No Electronic Theft Act

120. What term usually describes a person who gains access to computer systems illegally?
    - ❖ Shacker
    - ❖ Breaker
    - ❖ **Hacker**
    - ❖ Con artist

121. What causes a program to trigger damage under certain conditions?
- ❖ A scavenger
- ❖ **A bomb**
- ❖ A trapdoor
- ❖ A zapper

122. What term describes highly trained technical people who are paid to try to break into a computer system before anyone else does?
- ❖ Hired hands
- ❖ Piggybacks
- ❖ Hit teams
- ❖ **White-hat hackers**

123. What is the name of the computer crime law that was passed by Congress in 1986?
- ❖ Computer Criminals Act
- ❖ Cyber Crime Act of 1986
- ❖ Computer Crime Act
- ❖ **Computer Fraud and Abuse Act**

124. What term refers to uncovering computer-stored information suitable for use as evidence in courts of law?
- ❖ Computer probing
- ❖ Computer investigation
- ❖ Computer detective work
- ❖ **Computer forensics**

125. What is a system of safeguards designed to protect a computer system and data from deliberate or accidental damage or access by unauthorized persons?
- ❖ **Security**
- ❖ Data diddling
- ❖ Data screening
- ❖ Piggybacking

126. What is a method of restoring computer processing operations if they are halted by major damage or destruction?
- ❖ A computer recovery plan
- ❖ A contingency plan
- ❖ **A disaster recovery plan**
- ❖ A loss recovery plan

127. What is a fully equipped computer facility with hardware, environmental controls, security, and communications equipment in place?
- ❖ A turnkey site
- ❖ A model site
- ❖ **A hot site**
- ❖ A loaded site

128. What is a device that prevents electrical problems from affecting computer data files?
- ❖ An incremental backup
- ❖ A full backup
- ❖ A **surge protector**

❖ A differential backup

129. What is a set of illicit instructions that passes itself on to other programs with which it comes in contact?
   ❖ A germ
   ❖ A retrovirus
   ❖ An antivirus
   ❖ **A virus**

130. A _____ attack occurs when hackers bombard a site with more requests for service than it can possibly handle, preventing legitimate users from accessing the site.
   ❖ **Denial of Service (DoS)**
   ❖ Bomb

131. The name _____ given to this embezzlement technique reflects the small "slices" of money that may be squirreled away undetected from a large financial system.
   ❖ Pastrami
   ❖ **Salami**

132. _____ search company trash cans and dumpsters for printouts containing not-for-distribution information.
   ❖ **Scavengers**
   ❖ Hackers

133. The generic term _____ refers to a variety of software designed to bypass all security systems.
   ❖ **Zapping**
   ❖ Cracking

134. _____ is the science of measuring individual body characteristics.
   ❖ Bionomics
   ❖ **Biometrics**

135. Banks and other organizations whose survival depends on their computer systems sometimes form a _____, a joint venture to support a complete computer facility in case of system damage.
   ❖ Committee
   ❖ **Consortium**

136. _____ Controls are security controls that are planned as part of the computer system.
   ❖ External
   ❖ **Internal**

137. A(n) _____ includes both surge protection and battery backup
   ❖ **Uninterruptible power supply (UPS)**
   ❖ Surge protector

138. A _____ is a program that transfers itself from computer to computer over a network and plants itself as a separate file on the target computer's disks.
   ❖ Snake
   ❖ **Worm**

139. The _____ of 1988 prevents retailers from disclosing a person's video rental records without a court order.
   - ❖ **Video Privacy Protection Act**
   - ❖ Computer Matching and Privacy Act

140. What is the overall term for creating, editing, formatting, storing, retrieving, and printing a text document?

   - ❖ Web design
   - ❖ Database management
   - ❖ Spreadsheet design
   - ❖ **Word processing**

141. What is any text that can be keyed in, such as a memo?
   - ❖ A database
   - ❖ A spreadsheet
   - ❖ **A text document**
   - ❖ A business presentation

142. What item is usually a blinking underscore or rectangle in a word processing document?
   - ❖ **The insertion point**
   - ❖ The start point
   - ❖ The location point
   - ❖ The reference point

143. What is the technique that automatically starts a word on the next line if it does not fit on the previous line?
   - ❖ Line wrap
   - ❖ Text wrap
   - ❖ Sentence wrap
   - ❖ **Word wrap**

144. What feature adjusts the top and bottom margins so that the text is centered vertically on the printed page?
   - ❖ **Vertical centering**
   - ❖ Vertical adjusting
   - ❖ Vertical justifying
   - ❖ Horizontal centering

145. What feature refers to the evenness of the text at the side margins?
   - ❖ Automatic reformatting
   - ❖ Centering
   - ❖ Ragged-right
   - ❖ **Justification**

146. What is a set of characters—letters, punctuation, and numbers—of the same design?
   - ❖ **A font**
   - ❖ A collection
   - ❖ A type
   - ❖ A style

147. What type of program lets you produce professional-looking documents containing both text and graphics?
   - ❖ A page composer
   - ❖ A thesaurus
   - ❖ **A desktop publisher**
   - ❖ A speller checker

148. What refers to the spacing between the lines of type on a page?
   - ❖ **Leading**
   - ❖ Scaling
   - ❖ Kerning
   - ❖ Edging

149. What program lets the user design the page layout?
   - ❖ Page publishing
   - ❖ **Page composition**
   - ❖ Page design
   - ❖ Page editing

150. Moving a block of text from one location to another is also called _____.
   - ❖ copying and printing
   - ❖ **cutting and pasting**

151. A _____ program finds spelling errors you might have made when typing a document.
   - ❖ **spelling checker**
   - ❖ grammar checker

152. Unlike word processing, _____ gives you the ability to decide where you want text and pictures on a page, what fonts to use, and what other design elements to include.
   - ❖ **desktop publishing**
   - ❖ designer software

153. One part of the design of a document is _____ how the text and graphics are arranged on the page.
   - ❖ **page layout**
   - ❖ freehand design

154. Any line can be individually _____ between the left and right margins of the page.
   - ❖ aligned
   - ❖ **centered**

155. A _____ font is clean and stark, with no serif marks.
   - ❖ serif
   - ❖ **sans serif**

156. Type size is measured by a standard system that uses _____.
   - ❖ **points**
   - ❖ average character width

157. _____ lets you display any part of the document on the screen.
   - ❖ **Scrolling**
   - ❖ Paging

158. Accidental or incorrect deletions can usually be repaired with the _____ command.
   - ❖ **undo**
   - ❖ redo

159. Headers and _____ appear on every page of a document.
   - ❖ **footers**
   - ❖ date stamps

160. Forms that are used to organize business data into rows and columns are called:
   - ❖ Registers
   - ❖ **Spreadsheets**
   - ❖ Business forms
   - ❖ Transaction sheets

161. A computerized version of a manual spreadsheet is a(n):
   - ❖ Analysis sheet
   - ❖ **Electronic spreadsheet**
   - ❖ Planning sheet
   - ❖ Journal

162. The greatest labor-saving aspect of the electronic spreadsheet is:
   - ❖ **automatic recalculation.**
   - ❖ building formulas.
   - ❖ building functions.
   - ❖ building charts.

163. The process of changing one or more spreadsheet values and observing the results is:
   - ❖ "**what-if" analysis.**
   - ❖ formula analysis.
   - ❖ business analysis.
   - ❖ break-even analysis.

164. The letter and number of the intersecting column and row is the:
   - ❖ cell coordinates.
   - ❖ cell location.
   - ❖ cell position.
   - ❖ **cell address.**

165. The cell in which you can type data is the:
   - ❖ **active cell.**
   - ❖ new cell.
   - ❖ set cell.
   - ❖ ready cell.

166.   An instruction to the program to perform a calculation is a:
- ❖ recalculation.
- ❖ solution.
- ❖ **formula.**
- ❖ calculation.

167.   What represents business data in a visual, easily understood format?
- ❖ Clip art
- ❖ Database reports
- ❖ Stock tables
- ❖ **Business graphics**

168.   What type of program can produce sophisticated graphics?
- ❖ **A presentation graphics program**
- ❖ A database program
- ❖ A word processing program
- ❖ A spreadsheet program

169.   Programs that help users to analyze and understand specific data by presenting data in visual form are called:
- ❖ business report programs.
- ❖ **analytical graphics programs.**
- ❖ graphic arts programs.
- ❖ "what-if" analysis programs.

170.   An _____ is a computerized version of a manual spreadsheet.
- ❖ **electronic spreadsheet**
- ❖ accounting ledger

171.   When one value or calculation in a spreadsheet is changed, all _____ values on the spreadsheet are automatically recalculated to reflect the change.
- ❖ **dependent**
- ❖ independent

172.   A _____ is a storage area on a spreadsheet.
- ❖ **cell**
- ❖ field

173.   _____ programs are designed to help users analyze and understand specific data.
- ❖ **Analytical graphics**
- ❖ Presentation graphics

174.   Presentation graphics programs are also called _____.
- ❖ **business-quality graphics programs**
- ❖ analytical-quality graphics programs

175.   One of the most useful ways of showing trends or cycles over a period of time is to use a _____.
- ❖ pie chart
- ❖ **line graph**

176.   Bar graphs are often used to illustrate multiple _____, such as sales and expenses.
   ❖ **comparisons**
   ❖ transactions

177.   _____ summarize the information in the graph and are used to increase comprehension.
   ❖ **Titles**
   ❖ Columns headings

178.   _____ are used to identify the categories along the x-axis and the units along the y-axis.
   ❖ **Labels**
   ❖ Data points

179.   _____ can show only the data for one time period, such as a single month.
   ❖ Bar charts
   ❖ **Pie chart**

180.   The traditional file processing approach to information systems results in a great deal of:
   ❖ loss of data.
   ❖ data extraction.
   ❖ **data redundancy**.
   ❖ data integrity.

181.   This is a collection of related files in which each table contains data concerning only a single entity.
   ❖ **Database**
   ❖ Spreadsheet
   ❖ Data set
   ❖ Presentation

182.   What is the name for the rules that data must follow to maintain integrity?
   ❖ Data standards
   ❖ Integrity rules
   ❖ **Integrity constraints**
   ❖ Database constraints

183.   A software package that allows the user to create a database, enter data into the database, modify the data as required, and retrieve information from the database is a:
   ❖ **Database Management System**
   ❖ Network Management System
   ❖ Data Retrieval System
   ❖ Data Query System

184.   What stores data about the tables and fields within the database?
   ❖ A data index
   ❖ **A data directory**
   ❖ A data form
   ❖ A data dictionary

185.   Adding new data, modifying existing data, and deleting data are called:
   ❖ data manipulation.
   ❖ data restoration.
   ❖ data operation.

❖ **data maintenance**.

186. What is the standard query language supported by most DBMSs?
   ❖ Object-oriented language
   ❖ Report generator language
   ❖ **Structured Query Language (SQL)**
   ❖ Query-by-example (QBE)

187. What provides a formatted presentation of data from a database?
   ❖ A form
   ❖ A view
   ❖ **A report**
   ❖ A table

188. What model was developed to meet the needs of manipulating complex data types such as audio and video?
   ❖ A procedure-oriented database
   ❖ A relational database
   ❖ A network database
   ❖ **An object-oriented database**

189. What contains data that has been captured from a database in summary form, on a scheduled basis, over a period of time?
   ❖ A data mine
   ❖ A data summary
   ❖ A data report
   ❖ **A data warehouse**

190. The _____ is the smallest meaningful unit of data.
   ❖ cell
   ❖ **field**

191. In database terminology files are referred to as _____.
   ❖ **tables**
   ❖ worksheets

192. A _____ organizes data in a table format consisting of rows and columns.
   ❖ hierarchical database
   ❖ **relational database**

193. With a(n) _____, you present a set of criteria that the DBMS uses to select data from the database.
   ❖ **query**
   ❖ inquiry

194. A _____ allows you to prepare your query using English-like statements.
   ❖ data extract language
   ❖ **query language**

195. _____ are designed using a report generator built into the DBMS.
   ❖ Queries
   ❖ **Reports**

196.   Read-only _____ permits that user only to look at the data.
   ❖ **privilege**
   ❖ endorsement

197.   _____ allows the user to make changes to the data, while a user with no privilege would not even be able to see the data.
   ❖ Read-only access
   ❖ **Update privilege**

198.   _____ fields are used to keep track of true/false, yes/no conditions.
   ❖ Bimodal
   ❖ **Logical**

199.   In business, online transaction processing (OLTP) software process the day-to-day _____ such as sales and customer payments.
   ❖ **transactions**
   ❖ exchanges

200.   What is an organized set of related components established to accomplish a certain task?
   ❖ A group
   ❖ **A system**
   ❖ A department
   ❖ A team

201.   What is a study of an existing system that determines both how it works and how well it meets the needs of its users, who are usually employees and customers?
   ❖ Client analysis
   ❖ Change analysis
   ❖ Program analysis
   ❖ **Systems analysis**

202.   What diagram shows the lines of authority within the client organization?

   ❖ A flowchart
   ❖ An employee chart
   ❖ **An organization chart**
   ❖ A rank chart

203.   What provides an easy-to-follow picture of the flow of data through the system?
   ❖ **A data flow diagram**
   ❖ An analysis diagram
   ❖ A work flow diagram
   ❖ A relationship diagram

204.   What tool for data analysis indicates alternative actions under particular conditions?
   ❖ A design table
   ❖ A structure table
   ❖ **A decision table**
   ❖ A system table

205. What is the name for the detailed list of the things the system must be able to do?
- ❖ Spec list
- ❖ **System requirements**
- ❖ Requirements list
- ❖ Wish list

206. What is a limited working system or part of a system that gives users a preview of how the new system will work?
- ❖ A sample
- ❖ A mock-up
- ❖ A model
- ❖ **A prototype**

207. What are the software tools that can be used to automate some or all of the system development tasks?
- ❖ Computer-integrated manufacturing
- ❖ Computer-aided design
- ❖ Computer system development
- ❖ **Computer-aided software engineering**

208. What tool uses ANSI flowchart symbols to illustrate system processing?
- ❖ **A systems flowchart**
- ❖ A Gantt chart
- ❖ A spacing chart
- ❖ A program flowchart

209. What tool is used to schedule deadlines and milestones?
- ❖ A systems flowchart
- ❖ **A Gantt chart**
- ❖ A time chart
- ❖ A program flowchart

210. Some people do both programming and analysis and have the title _____.
- ❖ systems analyst
- ❖ **programmer/analyst**

211. The systems analyst must be a _____ who encourages user involvement in the development of a new system.
- ❖ hard-sell person
- ❖ **change agent**

212. The systems development _____ cycle can be described in five phases:
(1) preliminary investigation, (2) analysis, (3) design, (4) development, and (5) implementation.

- ❖ static
- ❖ **life**

213. The analyst must evaluate the relevance of _____ such as procedure manuals and reports.
- ❖ **written documents**
- ❖ system papers

214. In phase 3, systems design, the analyst submits a general _____ design for the client's approval before proceeding to the specific detail design.
   - ❖ **preliminary**
   - ❖ test

215. _____ requirements include the input medium, the content of the input, and the design of data entry forms
   - ❖ **Input**
   - ❖ Processing

216. Data input to online systems must be backed up by _____ journals.
   - ❖ user
   - ❖ **system**

217. _____ software allocates people and resources, monitors schedules, and produces status reports.
   - ❖ **Project management**
   - ❖ Project design

218. Programmers do _____ testing, which is followed by system testing.
   - ❖ module
   - ❖ **unit**

219. _____ conversion is testing the entire system with a few users and extending it to the rest when it proves successful.
   - ❖ **Pilot**
   - ❖ Phased

220. A set of rules for telling the computer what operations to perform is called a:
   - ❖ Natural language.
   - ❖ **Programming language.**
   - ❖ Command language.
   - ❖ Procedural language.

221. Instructions for a computer are called a(n):

   - ❖ Algorithm.
   - ❖ Blueprint.
   - ❖ Plan.
   - ❖ **Program.**

222. A detailed, step-by-step solution to a problem is called a(n):
   - ❖ Program.
   - ❖ **Algorithm.**
   - ❖ Blueprint.
   - ❖ Procedure.

223. A pictorial representation of the step-by-step solution to a problem is called a:
   - ❖ Pie chart.
   - ❖ Bar chart.
   - ❖ **Flowchart.**
   - ❖ Line chart.

224. A programmer's peers' review of an algorithm is called a
- ❖ **Structured walkthrough**.
- ❖ Computer walkthrough.
- ❖ System walkthrough.
- ❖ Program walkthrough.

225. The grammatical rules of a programming language are called:
- ❖ Logic.
- ❖ Structures.
- ❖ Mechanics.
- ❖ **Syntax.**

226. A comprehensive software package that includes a text editor and translation and debugging software is called a:
- ❖ Programming platform.
- ❖ **Programming environment**.
- ❖ Programming editor.
- ❖ Programming utility.

227. A programming language error in a computer program is called a:
- ❖ Procedural error.
- ❖ Compiler error.
- ❖ **Syntax error.**
- ❖ Logical error.

228. A mistake in an algorithm that causes incorrect results is called a:
- ❖ **Logical error**.
- ❖ Syntax error.
- ❖ Compiler error.
- ❖ Procedural error.

229. A detailed written description of the programming cycle and the program, along with the test results and a printout of the program is called:
- ❖ Output.
- ❖ **Documentation.**
- ❖ Spec sheets.
- ❖ Reporting.

230. _____, the lowest level, represents data as 0s and 1s, binary digits corresponding to the on and off electrical states in the computer.
- ❖ Assembly language
- ❖ **Machine language**

231. A(n) _____ is a program that translates the assembly language into machine language.
- ❖ translator
- ❖ **assembler**

232. High-level languages are written in an _____ manner.
- ❖ **English-like**
- ❖ encrypted

233. Very high-level languages are _____ in which the programmer specifies the desired results and the language develops the solution.

- ❖ **nonprocedural languages**
- ❖ procedural languages

234. Fifth-generation languages are often called _____ because they resemble humans' spoken language.
- ❖ query languages
- ❖ **natural languages**

235. The first high-level language, _____, is a scientifically oriented language that was introduced by IBM in 1954.
- ❖ **FORTRAN**
- ❖ COBOL

236. _____ was introduced in 1959 as a standard programming language for business.
- ❖ FORTRAN
- ❖ **COBOL**

237. Microsoft's Visual Basic allows the programmer to easily create programs with complex _____ containing standard Windows features such as buttons, dialog boxes, scroll bars, and menus.
- ❖ **user interfaces**
- ❖ controls

238. Java is a network-friendly programming language that permits a piece of software to run on many different _____, the hardware and software combination that composes the basic functionality of a computer.
- ❖ **platforms**
- ❖ levels

239. Object-oriented programming uses objects, self-contained that hold both data and related _____ and functions—the instructions to act on that data.
- ❖ **facts**
- ❖ methods

240. Top-level managers focus primarily on these functions.
- ❖ Directing functions
- ❖ Tactical functions
- ❖ Operational functions
- ❖ **Strategic functions**

241. Middle-level managers focus on these functions.
- ❖ **Tactical functions**
- ❖ Directing functions
- ❖ Operational functions
- ❖ Strategic functions

242. Low-level managers are concerned mainly with these functions.
- ❖ Strategic functions
- ❖ Directing functions
- ❖ **Operational functions**
- ❖ Tactical functions

243. What is the name for a set of business systems designed to provide information for decision making?
- ❖ BMS
- ❖ GPS
- ❖ GIS
- ❖ **MIS**

244. Who runs the MIS department?
- ❖ The tactical manager
- ❖ The operations manager
- ❖ **The MIS manager**
- ❖ The top-level manager

245. What has forced managers to share decision making?
- ❖ Shareware
- ❖ **Groupware**
- ❖ Team ware
- ❖ Freeware

246. What computer system supports managers in no routine decision-making tasks?

- ❖ **A decision support system**
- ❖ A personal manager system
- ❖ A total cost system
- ❖ A network system

247. The use of a computer model to reach a decision about a real-life situation is called a:
- ❖ trial-and-error.
- ❖ demonstration.
- ❖ solution.
- ❖ **simulation.**

248. An executive information system (EIS) is a decision support system for:

- ❖ low-level managers.
- ❖ personal computer managers.
- ❖ middle managers.
- ❖ **senior-level executives.**

249. What center provides assistance to users, provides formal and informal training for users, and uses software to monitor existing personal computers?
- ❖ An **information center**
- ❖ A technical center
- ❖ A personal center
- ❖ A user center

250. The MIS _____ runs the MIS department.
   ❖ coordinator
   ❖ **manager**

251. The dispersion of information via the _____ has caused the traditional management pyramid to become flatter in structure and more physically distributed.
   ❖ bulletin board
   ❖ **network**

252. _____ permits information to be assembled in central databases.
   ❖ Shareware
   ❖ **Groupware**

253. In new management systems, information moves _____, from worker to worker, saving a roundabout trip through the management maze.
   ❖ **laterally**
   ❖ vertically

254. Managers must use customer _____ as a measuring stick of employee performance in a networked environment.
   ❖ **satisfaction**
   ❖ education

255. A _____ support system is a computer system that supports managers in nonroutine decision-making tasks.
   ❖ **decision**
   ❖ technical

256. A _____ is a mathematical representation of a real-life system.
   ❖ **model**
   ❖ sample

257. Many personal computer users find that they want to _____ data from the corporate mainframe to their own machines.
   ❖ **download**
   ❖ mirror

258. Salespeople using laptop computers can connect to the home office to download pricing information from the mainframe to the laptop and to _____ order entries from the field to the mainframe computer.
   ❖ **upload**
   ❖ copy

259. Some professionals have estimated that the annual total cost of ownership of a personal computer is approximately _____ times the original cost of the hardware.
   ❖ two
   ❖ **four**

260. Which of the following best describes AOL?
   ❖ AOL is an ISP.
   ❖ AOL has only a small portion of the Internet subscribers.
   ❖ **AOL is like an ISP with training wheels.**
   ❖ AOL is like an ISP, only cheaper.

261. The heart of the computer is its _____.
   ❖ motherboard
   ❖ **processor**
   ❖ RAM
   ❖ magnetic disks

262. How big is a processor in a computer?
   ❖ **About the size of a matchbook**
   ❖ About the size of a pinky-fingernail
   ❖ About the size of a pencil
   ❖ About the size of a 3 ½ floppy disk

263. Which of the following is an example of system software?
   ❖ **Microsoft Windows XP**
   ❖ Microsoft Outlook
   ❖ Microsoft Excel
   ❖ Microsoft Word

264. Which of the following is NOT true of computers?
   ❖ Computers are reliable.
   ❖ **A computer can make errors.**
   ❖ Two different computers will arrive at the same solution when performing the same operation.
   ❖ Computers do exactly as they are programmed to do.

265. What is IT?
   ❖ Integrated technology used in networks
   ❖ Instant transformation of data over the Internet
   ❖ Internet technology
   ❖ **The integration of computing technology and information processing**

266. How many years ago were computers nonexistent?
   ❖ 100
   ❖ 40
   ❖ 20
   ❖ **50**

267. How many libraries in the United States have Internet access?
   ❖ 90%
   ❖ **98%**
   ❖ 89%
   ❖ 80%

268. Which of the following platforms is the most common?
   ❖ Linux and Intel processor
   ❖ Mac OS X and PowerPC processors
   ❖ **Wintel (Windows operating system and Intel processor)**
   ❖ Unix and Celeron processor

269. Which of the following is true about notebook PCs?
   ❖ Notebook PCs are not as advanced as desktop PCs.
   ❖ Notebook PCs only make up about 20% of all computer sales.

❖ Notebook PCs must be plugged into an outlet to work.
❖ **Notebook PCs can be docked in a port replicator to make them function like a desktop PC.**

270.   Which type of computer would best serve express delivery personnel?
   ❖ **Pen-based computers**
   ❖ Personal digital assistant (PDA)
   ❖ Pocket PC
   ❖ Notebook PC

271.   Which computer type is the best solution for predicting the weather?
   ❖ Workstations
   ❖ Thin clients
   ❖ Servers
   ❖ **Supercomputers**

272.   Which is true when comparing computer to human capabilities?
   ❖ **Computers "talk" faster than humans.**
   ❖ Computers recognize images quicker than humans.
   ❖ Computers have a much higher memory capacity than humans.
   ❖ Computers are about 95% accurate.

273.   Which of the following would use a CAD system?
   ❖ Civil service
   ❖ **Engineers**
   ❖ Managers
   ❖ Salespersons

274.   Which software type would you use to create a clients list, including dates of service and other business-related data?
   ❖ Spreadsheet
   ❖ Presentation
   ❖ **Database**
   ❖ Communications

275.   **Chat** is an Internet application where users can "speak" to one another in real-time in a virtual room.

276.   The processor and the operating system of a computer define the _____of the computer. **(Plate form)**

277.   A(n)_____ is one who uses, manipulates, and broadcasts information. **(knowledge worker)**

278.   The infrastructure that supports a network of electronic links to virtually every facet of society is the _____. **(information superhighway)**

279.   _____is a collective set of instructions which can be interpreted by a computer. **[Software]**

280.   _____are essentially interactive electronic bulletin boards. **(Newsgroups)**
281.   The_____ runs the front-end applications software in a network.(**client**)

282.   _____software allows the user to speak into the computer rather than type in text. (**Speech recognition**)

283. A server uses _____ applications software to support its client computers. **(back-end)**

284. The software that maintains and manages all computer resources is the _____.
- ❖ Graphical user interface
- ❖ Utility programs
- ❖ Applications program
- ❖ **System software**

285. Which of the following is NOT true of MS-DOS?
- ❖ It was written by Microsoft, Bill Gates in particular.
- ❖ It is text-based and command-driven.
- ❖ It requires exact syntax to work correctly.
- ❖ **It is easier to use than Windows**

286. Which operating system is open source software?
- ❖ Windows XP
- ❖ **Linux**
- ❖ UNIX
- ❖ Mac OS X

287. What does the XP stand for in Windows XP?
- ❖ Exponential
- ❖ **Experience**
- ❖ Expertise
- ❖ Exchange

288. Which of the following is NOT a step in ending a Windows session?
- ❖ Save all work.
- ❖ **Erase RAM.**
- ❖ Close all open windows.
- ❖ Shut down Windows.

289. Which OLE feature creates a compound document within a single file?
- ❖ Pasting
- ❖ Linking
- ❖ **Embedding**
- ❖ Copying

290. What is meant by font?
- ❖ Typeface
- ❖ Attributes and size
- ❖ **Typeface, attributes, and size**
- ❖ Typeface and size

291. Which symbol is used in Excel to denote exponential numbers?
- ❖ *
- ❖ **^**
- ❖ &
- ❖ $

292. Which type of software is free to the user, but its use is based on an honor system?
   - ❖ **Shareware**
   - ❖ Freeware
   - ❖ Public-domain software
   - ❖ Utilities

293. Which of the following is NOT a utility program?
   - ❖ System recovery
   - ❖ **Instant messaging**
   - ❖ Virus protection
   - ❖ Backup

294. Which portion of Help allows you to look at all available topics in a list?
   - ❖ **Contents**
   - ❖ Index
   - ❖ Search
   - ❖ Answer Wizard

295. Which is true about menus in Windows-based programs?
   - ❖ A pop-out menu results if you click a menu option with an ellipsis (…) following it.
   - ❖ **Only the undimmed options can be chosen.**
   - ❖ Active options are marked with a plus sign.
   - ❖ There is only one way to select a menu option.

296. What is a template?
   - ❖ Predefined text that cannot be changed.
   - ❖ **A mold or pattern that is to be used as a guide to making something.**
   - ❖ A wizard that walks the user through steps to create a new program.
   - ❖ A form, like an application form.

297. Which of the following is the proper way to denote a cell in a spreadsheet?
   - ❖ 5C
   - ❖ **C5**
   - ❖ 2-15
   - ❖ C

298. Which graphic images are comprised of pixels?
   - ❖ **Bit-mapped graphics**
   - ❖ Vector graphics
   - ❖ Raster graphics
   - ❖ JPEG graphics

299. Which of the following is true about the Internet?
   - ❖ If part of the Internet crashes, it all crashes.
   - ❖ **Many nations serve on boards and committees that coordinate the Internet.**
   - ❖ There is one central computer that handles the Internet.
   - ❖ The Internet is governed by the US government.

300. Which of the following has the highest bandwidth?
- ❖ POTS
- ❖ **Broadband**
- ❖ XM radio
- ❖ Narrowband

301. Which broadband service is the most available?
- ❖ C-able
- ❖ POTS
- ❖ **Satellite**
- ❖ DSL

302. Which broadband link is the fastest?
- ❖ DSL
- ❖ T-1
- ❖ **T-3**
- ❖ POTS

303. _____ is a set of rules computers use to talk to each other.
- ❖ **Protocol**
- ❖ Syntax
- ❖ DOS command
- ❖ HTML

304. Which of the following is a proper IP address?
- ❖ **206.31.265.25**
- ❖ www.homepage.com
- ❖ 250-25-659-65
- ❖ 263.369.63

305. The primary access method on the Internet is:
- ❖ NEWS.
- ❖ FTP.
- ❖ **HTTP.**
- ❖ POP.

306. Which part of the URL is the TLD?
- ❖ **Affiliation (com, edu, and so on)**
- ❖ Folder
- ❖ Filename
- ❖ Domain name

307. Which of the following is a correctly formatted HTML tag pair?
- ❖ **<TITLE> </TITLE>**
- ❖ (Title) (/Title)
- ❖ "Title" "Title"
- ❖ <TITLE START> <TITLE END>

308. Which of the following is NOT true of the URL/Search bar?
  - ❖ **Keyword searches cannot be accessed from the URL bar.**
  - ❖ It displays the URL for the current page.
  - ❖ It has a drop-down list for previously visited Web sites.
  - ❖ You can type a URL to open a Web site.

309. What are you doing when you are selecting a topic from an "index" in a Web browser?
  - ❖ **Searching**
  - ❖ Using a URL
  - ❖ Browsing
  - ❖ Using Help

310. Which Web site is the most popular portal?
  - ❖ Excite
  - ❖ **Yahoo!**
  - ❖ Yoohoo
  - ❖ Jives

311. Which type of Internet ad appears behind the requested page?
  - ❖ pop-under ads
  - ❖ Floating ads
  - ❖ Skyscraper ads
  - ❖ **Banner ads**

312. Which is true about newsgroups?
  - ❖ **Newsgroups are electronic discussion groups.**
  - ❖ Newsgroups are organized by date.
  - ❖ Newsgroups are run in real-time.
  - ❖ Newsgroups are always private.

313. Which of the following is NOT netiquette correct?
  - ❖ **All caps is an accepted way to type messages.**
  - ❖ Never send spam.
  - ❖ Don't attach large files to e-mail when the recipient uses a dialup connection.
  - ❖ Use antivirus software to protect yourself and your recipients.

314. Which file type is a compressed format?
  - ❖ **.zip**
  - ❖ .com
  - ❖ .mdb
  - ❖ .bmp

315. What happens when the user double-clicks a document icon within Windows Explorer or My Computer?
  - ❖ The document opens.
  - ❖ **The application opens and then the file is retrieved and displayed.**
  - ❖ The document is displayed as a thumbnail.
  - ❖ The application opens.

316. Which symbol is used to show the hierarchy of folders in a path in the Mac OS?
- ❖ Backslash (\)
- ❖ Forward slash (/)
- ❖ Semicolon (;)
- ❖ **Colon (:)**

317. How can you copy a file to a new location on the same disk using the Windows Explorer?
- ❖ Use cut and paste.
- ❖ **Press Ctrl and drag the file to the new location.**
- ❖ Drag the file to the new location.
- ❖ Press Shift and drag the file to the new location.

318. Which type of disk is a fixed magnetic disk?
- ❖ Floppy disk
- ❖ **Hard disk**
- ❖ CD-ROM
- ❖ ZIP disk

319. Which of the following interchangeable disks is NOT the same size as the others?
- ❖ Super Disk
- ❖ HiFD disk
- ❖ Floppy disk
- ❖ **ZIP disk**

320. What is the maximum number of platters contained on a hard disk?
- ❖ 4
- ❖ 8
- ❖ 16
- ❖ **12**

321. Which utility program is used to "paste" file clusters together?
- ❖ Scandisk
- ❖ Backup
- ❖ Format Disk
- ❖ **Disk Defragmenter**

322. Which of the following will improve the system speed by increasing the transfer rate of data within RAM?
- ❖ Processor speed
- ❖ Flash memory
- ❖ Defragmentation
- ❖ **Disk caching**

323. Why are optical discs more inviting than magnetic disks?
- ❖ Optical discs provide more direct-access storage.
- ❖ **All of the above.**
- ❖ Optical discs have a lower cost.
- ❖ Optical discs are less sensitive to environmental fluctuations.

324. Which type of DVD appears to be the technological choice of PC vendors?
- ❖ **DVD+RW**
- ❖ DVD-R
- ❖ DVD-RW
- ❖ DVD-RAM

325. Which type of virus is a program that makes copies of itself to cause mayhem on a computer?
- ❖ **Worm**
- ❖ Trojan horse
- ❖ Macro
- ❖ IRC virus

326. Which of the following is NOT a source of viruses?
- ❖ Diskettes
- ❖ The Internet
- ❖ **E-mail messages**
- ❖ Computer networks

327. Which backup method only backs up files that have been modified since the last backup?
- ❖ **Incremental backup**
- ❖ Partial backup
- ❖ Selective backup
- ❖ Full backup

328. Which backup method produces a sequential backup?
- ❖ Backup to a server computer
- ❖ Backup to another PC on a home network
- ❖ **Magnetic tape backup**
- ❖ Backup to a notebook

329. Which of the following is an example of source-data automation?
- ❖ **Bar code scanners**
- ❖ Page image scanners
- ❖ Hand image scanners
- ❖ Speech recognition

330. Which component is most essential for a speech-recognition system to work effectively?
- ❖ Vocabulary database
- ❖ **Clear signal from the microphone**
- ❖ Speakers
- ❖ Steady voice

331. Which colors are used in color monitors?
- ❖ Red, yellow, and blue
- ❖ **Red, green, and blue**
- ❖ Blue, green, and yellow
- ❖ Blue, red, and green

332. Most graphics adapters have their own RAM, called:
- ❖ PRAM.
- ❖ SDRAM.
- ❖ **VRAM.**
- ❖ DRAM.

333. Which printer type is an impact printer?
- ❖ Page printers
- ❖ Laser printers
- ❖ Ink-jet printers
- ❖ **Dot-matrix printers**

334. Which of the following is an example of an output device?
- ❖ ATM's keypad
- ❖ Telephone keypad
- ❖ **Voice-response system**
- ❖ Human voice

335. How many function keys are found on a 101 key keyboard?
- ❖ 9
- ❖ 10
- ❖ **12**
- ❖ 15

336. Which type of scanner is used with metered mail (to read POSTNET bar codes)?
- ❖ **Bar code scanner**
- ❖ Handheld label scanner
- ❖ Stationary label scanner
- ❖ Document scanner

337. What type of software must to be used to translate scanned text into a format that can be manipulated?
- ❖ **OCR**
- ❖ CRT
- ❖ RGB
- ❖ MIDI

338. Which type of system can recognize the speech of any user?
- ❖ Speaker-Dependent Speech Recognition
- ❖ **Speaker-Independent Speech Recognition**
- ❖ Pattern Recognition
- ❖ Voice-Response System

339. Which screen size is the most common on today's computers?
- ❖ 14 inches
- ❖ 15 ½ inches
- ❖ **17 inches**
- ❖ 20 inches

340. Which of the following is true about monitors?
- ❖ The bigger the monitor, the worse the resolution.
- ❖ **The greater resolution of a monitor slows down the processing time of the computer.**
- ❖ The size of the monitor is measured horizontally.

❖ A 256 mode is a higher color mode than 16-bit mode.

341. What converts the display signals en route to the monitor?
❖ RGB converter
❖ **Graphics adapter**
❖ Graphics converter
❖ Video RAM

342. Which type of printer is the fastest?
❖ **Page printer (laser)**
❖ Dot matrix printer
❖ Ink-jet printer
❖ Large-format ink-jet printer (plotter)

343. Which software package can be used to create animation?
❖ **Macromedia Director**
❖ QuickTime
❖ Tool Book
❖ Visual Basic

344. What is the most popular reason for buying a PC?
❖ Word processing
❖ **Internet**
❖ Bookkeeping
❖ E-mail

345. Which networking setup is used within a company?
❖ Business-to-business e-commerce
❖ Extranet
❖ **Intercompany networking**

346. Which type of company network is accessible by authorized outsiders?
❖ VPN
❖ Intranet
❖ Internet
❖ **Extranet**

347. Which type of transmission media is known as regular telephone wire?
❖ Wi-Fi
❖ **Twisted-pair wire**
❖ Fiber optic cable
❖ Coaxial cable

348. Which type of slot is NOT used to connect a wireless LAN PC card to a computer?
❖ PCI
❖ PCMCIA
❖ USB
❖ **LPT**

349. Which transmission media can provide for networks at a fiber optic-level speed?
   ❖ Coaxial cable
   ❖ Twisted-pair wire
   ❖ Wi-Fi
   ❖ **MMDS**

350. Which company is one of many communications common carriers?
   ❖ America Online
   ❖ Lucent Technologies
   ❖ **AT&T**
   ❖ Juno

351. In which form is data transmitted over fiber optic cable?
   ❖ Series of beeps, like mores code
   ❖ Microwave signals
   ❖ Analog signal
   ❖ **A series of binary bits**

352. Which "modem" is actually a transceiver rather than a modem?
   ❖ 56K modem
   ❖ **DSL modem**
   ❖ Cable modem
   ❖ Satellite modem

353. Which hardware alleviates the problem of linking incompatible computer networks?
   ❖ **Router**
   ❖ Ethernet
   ❖ NIC
   ❖ Token ring

354. What is a terminal that does not have processing capabilities?
   ❖ **Dumb terminals**
   ❖ Ignorant terminals
   ❖ Smart terminals
   ❖ Mute terminals

355. Which of the following CANNOT have point-of-sale capabilities?
   ❖ Restaurants
   ❖ Retail stores
   ❖ **E-commerce**
   ❖ Grocery stores

356. Which network topology connects devices using a common cable?
   ❖ Ethernet
   ❖ Star
   ❖ **Bus**
   ❖ Ring

357. Which network has the closest proximity of its nodes?
   ❖ MAN
   ❖ WAN

- ❖ **LAN**
- ❖ VPN

358. In what year was the World Wide Web introduced?
- ❖ **1989**
- ❖ 1984
- ❖ 1995
- ❖ 1969

359. What is the purpose of a firewall on a computer?
- ❖ **To protect a computer from unauthorized access.**
- ❖ To protect a computer in case of fire.
- ❖ To protect a computer from spam.
- ❖ To enable a computer to be connected to a router.

360. Which of the following is NOT a reason to use e-commerce?
- ❖ Businesses can communicate computer to computer.
- ❖ **Users can access sensitive data via the Internet.**
- ❖ Customers can go online to obtain information.
- ❖ Customers can shop online.

361. Which of the following is considered one of the most popular items bought through e-tail?
- ❖ Groceries
- ❖ Beauty products
- ❖ **Computers**
- ❖ Barbie's

362. Which of the following is NOT true of e-tail grocers?
- ❖ Customers can grocery shop in a virtual grocery.
- ❖ The food is delivered to your door in temperature-controlled containers.
- ❖ **The biggest disadvantage of e-tail grocers is that the customer cannot use coupons.**
- ❖ A store employee does the shopping for you.

363. Which of the following Web sites is a popular e-store from which you can buy books, CDs, etc.?
- ❖ **Barnes&Noble.com**
- ❖ Ameritrade.com
- ❖ eBay.com
- ❖ Peapod.com

364. What percentage of America's households uses online finance?
- ❖ **10%**
- ❖ 20%
- ❖ 5%
- ❖ 25%

365. Which of the following is the driving factor for most management to move to e-commerce?
- ❖ Few companies are using e-commerce, so management wants to be among the first to utilize it.
- ❖ The cost of production is less for e-commerce than from traditional sales.
- ❖ **It has the potential to increase profitability and its return on investment is approximately 50%.**
- ❖ E-commerce is a win-win situation that almost never fails.

366. Which of the following is the de facto standard for word processing documents?
- ❖ Corel WordPerfect
- ❖ Lotus WordPro
- ❖ Microsoft Works
- ❖ **Microsoft Word**

367. The most popular format for electronic documents is:
- ❖ **HTML.**
- ❖ Word.
- ❖ PDF.
- ❖ XML.

368. How many people telecommute in the US today (since the new millennium)?
- ❖ **Over 30 million**
- ❖ Over 50 million
- ❖ Over 20 million
- ❖ Over 10 million

369. Which of the following is NOT necessary when creating a Web site?
- ❖ A purpose for the Web site.
- ❖ **Personal information and contact information**
- ❖ Know the audience
- ❖ Maintenance

370. Which employee is at the tactical level of information activity?
- ❖ Board member
- ❖ Secretary
- ❖ **Supervisor**
- ❖ Data clerk

371. At which level is the most direction given by policies, procedures, and guidelines?
- ❖ Strategic
- ❖ User
- ❖ **Operational**
- ❖ Tactical

372. Which of the following is not part of an information system?
- ❖ Hardware
- ❖ Data
- ❖ People
- ❖ **Web site**

373. Source data is a type of:
- ❖ output.
- ❖ processing.
- ❖ storage.
- ❖ **input.**

374. Which of the following is NOT part of a manual system?
- ❖ Data
- ❖ People

❖ **Hardware**
❖ Procedures

375. Which information system allows for data redundancy?
❖ **Function-based information system**
❖ Data processing system
❖ Decision support system
❖ Integrated information system

376. Which of the following is an example of source data automation?
❖ **Point-of-sale using a UPC scanner**
❖ Manual payroll
❖ Scanning orders
❖ Keyboard entry

377. Which information system is the most inflexible?
❖ Executive information system
❖ Management information system
❖ Decision support system
❖ **Data processing system**

378. Which of the following is true concerning the difference between an MIS and a DP system?
❖ **The MIS focuses on the needs of all levels of management rather than just the clerical and operational levels as does a DP system.**
❖ DP systems have online inquiry capabilities.
❖ MIS databases are inflexible.
❖ The DP system enables greater flexibility than the MIS.

379. Which DSS tool is used to detect unanticipated trends from databases?
❖ Throwaway system
❖ **Data mining**
❖ Data warehousing
❖ Statistical analysis

380. Which system helps managers resolve problems or make better decisions?
❖ Management information system
❖ Artificial intelligence
❖ Decision support system
❖ **Expert system**

381. Which of the following is the highest form of an expert system?
❖ Artificial intelligence
❖ Assistant system
❖ **Knowledge-based system**
❖ Decision support system

382. Which of the following is NOT a task that can be completed by an intelligent agent?
❖ Scan through e-mail
❖ Pick the best vacation to suit your desires
❖ Find news articles that might interest the user
❖ **Choose your wardrobe for the day**

383. Which of the following would be considered a programmed decision?
- ❖ **What to do about an employee who stole $100 from the petty cash drawer, which was filmed by a hidden camera.**
- ❖ What to do when an employee is late two times in one week.
- ❖ What to do about a disagreement between co-workers that cause problems among the staff and disrupts work production.
- ❖ What to do when the supply of printer paper runs low.

384. Which of the following applications software is developed, utilized, and maintained in-house?
- ❖ **Custom information systems**
- ❖ Proprietary software package
- ❖ "Over-the-counter" programs
- ❖ ASP products

385. Which diagram type is independent of any data storage or access method?
- ❖ Structure chart
- ❖ Flowchart
- ❖ **Entity relationship diagram**
- ❖ Data flow diagram

386. Which of the following is NOT true of a typical prototype system?
- ❖ It produces common reports.
- ❖ **It is a complete, ready-to-use system when it is presented.**
- ❖ It permits typical inquiries of the database.
- ❖ It handles the main transaction-oriented procedures.

387. Which type of prototype does NOT interact with the "live" database?
- ❖ **"Quick and dirty" RAD prototype**
- ❖ All prototypes
- ❖ Scalable prototype
- ❖ Fully-functional RAD prototype

388. Which of the following system analysis results focuses on problem areas?
- ❖ Existing system review
- ❖ Requirements definition
- ❖ **System objectives**
- ❖ Design constraints

389. Which phase of prototype design involves creating documentation?
- ❖ Develop operational system
- ❖ **Define system specifications**
- ❖ Refine prototype system
- ❖ Create prototype system

390. What is the first step of system conversion and implementation?
- ❖ Define the system specifications
- ❖ Create the prototype
- ❖ **Systems testing**
- ❖ Work with live data

391. Which conversion technique is the least risky?
   ❖ Pilot
   ❖ **Parallel**
   ❖ Direct
   ❖ Phased

392. Which conversion technique takes the longest amount of time, all other factors being equal?
   ❖ Direct
   ❖ Phased
   ❖ **Pilot**
   ❖ Parallel

393. What is the approximate life cycle of an information system?
   ❖ 4 – 10 years
   ❖ **4 – 7 years**
   ❖ 3 – 6 years
   ❖ 2 – 3 years

394. Which programming language is an example of a procedure-oriented language?
   ❖ **COBOL**
   ❖ Java
   ❖ Visual BASIC
   ❖ SQL

395. Which type of company could benefit most from an ASP?
   ❖ A small company with one to ten employees
   ❖ A large corporation with many subsidiaries or branches
   ❖ Consultants
   ❖ **A middle-sized company without in-house IT personnel**

396. Which CASE tool makes the biggest contribution to productivity?
   ❖ User interface
   ❖ **Applications generators**
   ❖ Screen generator
   ❖ Report generator

397. What is the first stage of testing an information system?
   ❖ Systems testing
   ❖ Testing with live data
   ❖ **Unit testing**
   ❖ Users' managers testing

398. Which job title describes the person who analyzes and designs information systems?
   ❖ Chief information officer
   ❖ Programmer
   ❖ System programmer
   ❖ **Systems analyst**

399. Which job title has the most contact with end-users of a system?
   ❖ **User liaison**
   ❖ Systems analyst

- ❖ Webmaster
- ❖ Network administrator

400. Which of the following is true of the information age we live in?
- ❖ Automation has eliminated some jobs, and the displaced employees are without hope.
- ❖ All jobs in technology companies require programming knowledge.
- ❖ Unless you are an IT specialist, your job will most likely not utilize computers.
- ❖ **Jobs in every area are being redefined to accommodate and utilize technology.**

401. In which industry is the majority of robotics used?
- ❖ **Fast food**
- ❖ Military
- ❖ Aerospace
- ❖ Manufacturing

402. Which of the following is NOT one of the reasons industry is seeking out robotics?
- ❖ **To eliminate all personnel except management**
- ❖ To reduce labor-related costs
- ❖ To help control costs
- ❖ To respond more quickly to market needs

403. What job do robots perform in the automotive industry?
- ❖ Screwing bolts
- ❖ Washing the finished car
- ❖ Detailing
- ❖ **Painting**

404. Which company is committed to create and market electronic books?
- ❖ Barnes and Noble
- ❖ Amazon
- ❖ **Microsoft**
- ❖ Wal-Mart

405. What is the primary purpose of the proposed national database?
- ❖ **To consolidate the personal data now stored on tens of thousands of systems.**
- ❖ To keep track of all activities of every individual in the US.
- ❖ To make all of the information about every citizen accessible to the government.
- ❖ To make personal data publicly accessible.

406. What equipment is necessary to create a virtual world?
- ❖ A helmet with wires to all extremities
- ❖ **A headpiece, headphones, and data glove**
- ❖ A virtual reality room
- ❖ A headpiece only

407. Which of the following is NOT true of information technology in the classroom?
- ❖ **Learning must take place simultaneously for all students.**
- ❖ Each student works at his or her own pace.
- ❖ Learning is interactive.
- ❖ Learning materials are more sophisticated.

408. Which automobile maker has not agreed to cooperate on an online auto parts exchange?
- ❖ **Toyota**
- ❖ Ford
- ❖ General Motors
- ❖ DaimlerChrysler

409. Which of the following is NOT true of IT professionals?
- ❖ In the future, the number of consultants and contracts will surpass the in-house IT personnel.
- ❖ IT careers are ranked as some of the most desirable jobs.
- ❖ **The number of IT specialists outnumbers the job availabilities.**
- ❖ IT jobs help women to climb the corporate ladder more easily.

410. Which certification deals with SQL?
- ❖ Microsoft Certified Systems Administrator
- ❖ Microsoft Certified Solution Developer
- ❖ **Microsoft Certified Database Administrator**
- ❖ Microsoft Certified Professional

411. Which job market tool allows you to post your resume and wait for an employer to contact you if you fit their needs?
- ❖ **Candidates database**
- ❖ Comprehensive career/employment Web sites
- ❖ Company job opening pages
- ❖ Jobs database

412. Use _____ software to create a household budget.
- ❖ presentation graphics
- ❖ **spreadsheet**
- ❖ relational database
- ❖ word processing

413. To exit a program, click the:
- ❖ Program tab.
- ❖ Office group.
- ❖ File button.
- ❖ **Office button.**

414. Pressing Alt displays the:
- ❖ user interface.
- ❖ Dialog Box Launcher.
- ❖ shortcut menu.
- ❖ **Key Tips.**

415. The status bar in Word 2007 contains all of the following EXCEPT the:
- ❖ current page of the document.
- ❖ **filename.**
- ❖ total number of words.
- ❖ total number of pages.

416. Where is the Zoom slider located?
- ❖ **On the right edge of the status bar**
- ❖ On the right side of the Ribbon
- ❖ Next to the vertical scrollbar
- ❖ Below the title bar

417. The _____ view shows all of a document's pages on the screen.
- ❖ Draft
- ❖ Print Layout
- ❖ Outline
- ❖ **Full Screen Reading**

418. What shortcut keys minimize and maximize the size of the Ribbon?
- ❖ Alt+F1
- ❖ Alt+R
- ❖ Alt+F
- ❖ **Ctrl+F1**

419. Where is the Help button located?
- ❖ At the right end of the title bar
- ❖ **On the right edge of the Ribbon**
- ❖ On the status bar
- ❖ On the Help tab

420. An Enhanced ScreenTip provides all of the following EXCEPT:
- ❖ a link for help.
- ❖ **available submenu commands.**
- ❖ the command name.
- ❖ a brief description of the command.

421. The default name of a new document in PowerPoint is:
- ❖ PowerPointfile1.
- ❖ PowerPoint1.
- ❖ Document1.
- ❖ **Presentation1.**

422. How does the Favorite Links pane feature in the Open dialog box look?
- ❖ **It provides a list of customizable shortcut links.**
- ❖ It is a list of thumbnail files.
- ❖ It is a hierarchy of folders and subfolders.
- ❖ It shows all expanded folders and subfolders.

423. When a file is active, it is stored in RAM; when it is saved and then closed,
- ❖ it remains in RAM as long as the computer remains on.
- ❖ **it is no longer active in RAM and is saved to a storage device.**
- ❖ it is no longer stored in RAM and can only be saved to the hard drive.
- ❖ it remains in RAM and is saved to a storage device.

424. Use the _____ button in the Save and Save As dialog boxes to create a new folder and save files to it.
- ❖ Save New Folder
- ❖ Open Folder
- ❖ **New Folder**
- ❖ Create Folder

425. You can do all of the following with Ctrl+S EXCEPT:
- ❖ save a previously unsaved file.
- ❖ save a file in a different format.
- ❖ **save a file in two different formats or versions simultaneously.**
- ❖ save a current version of a file over a previously saved file.

426. The new Word 2007 file format uses file _____ to save storage space.
- ❖ zipping
- ❖ density
- ❖ compacting
- ❖ **compression**

427. When does a shortcut menu appear?
- ❖ When you press the Home key on the keyboard
- ❖ When you double-click on an object
- ❖ When you triple-click on an object
- ❖ **When you right-click an object**

428. All of the following EXCEPT _____ can directly be done through the Print Preview tab.
- ❖ Zoom
- ❖ **edit the print preview**
- ❖ change the size of the paper
- ❖ change orientation

429. Use all of the following methods EXCEPT _____ to copy text.
- ❖ right-click and use the shortcut menu
- ❖ **drag-and-drop**
- ❖ Ctrl+C
- ❖ the Copy command

430. When is the Office Clipboard active?
- ❖ When Word 2007 is active
- ❖ When you open Windows
- ❖ **When any Office program is active**
- ❖ Whenever your computer is on

431. Where are the Editing group and the Replace command found?
- ❖ On the Insert tab
- ❖ On the Review tab
- ❖ On the View tab
- ❖ **On the Home tab**

432. What button in the Find and Replace dialog box displays options such as finding only whole words?
- ❖ Features
- ❖ **More**
- ❖ Extra
- ❖ Options

433. If you've typed tab in the Find what box and selected the Find whole words only option, which text entry would be found in the following sentences?
- ❖ Use this table for the data.
- ❖ It is common to use several tabs.
- ❖ According to Table 1.5, it is untrue.
- ❖ **Using the Home tab is a very efficient way to work.**

434. What purpose does the down arrow, located next to the Undo button, have?
- ❖ It shows the Redo feature.
- ❖ It shows a list of the items that can be redone and a separate list of the items that cannot be redone.
- ❖ **It shows a list of the actions that can be undone.**
- ❖ It shows Undo customizable options.

435. What is the default for checking spelling in Office 2007?
- ❖ It checks spelling when you are finished typing.
- ❖ **Spelling is checked as you type.**
- ❖ When the keyboard is inactive for five minutes, the spellchecker starts automatically.
- ❖ You must press the Spelling button.

436. What Office 2007 feature allows you to see how different fonts will look in your document before you select it?
- ❖ The user interface
- ❖ The Gallery feature
- ❖ **Live Preview**
- ❖ The Contextual tab

437. A global network made up of thousands of privately owned computers and networks is called the:
- ❖ World Wide Web.
- ❖ **Internet.**
- ❖ Specialized search engine.
- ❖ Internet2.

438. A company that provides access to the Internet for individual and business users is called a(n):
- ❖ DNS.
- ❖ HTTP.
- ❖ FTP.
- ❖ **ISP.**

439. Which of the following is NOT a method used to connect to the Internet?
- ❖ Cable
- ❖ Fiber-optic
- ❖ **Electrical outlet**
- ❖ Telephone lines

440. An information resource that enables users to research products, get medical advice, read about current events, and much more is called the:
- ❖ Usenet.
- ❖ W3C.
- ❖ Internet.
- ❖ **World Wide Web.**

441. A word or image that you can click to bring another document into view is known as a(n):
- ❖ **Hyperlink.**
- ❖ Hypertext.
- ❖ Hypermedia.
- ❖ HTTP.

442. A program that displays a Web document and enables you to access linked documents is called a(n):
- ❖ Web page.
- ❖ **Web browser.**
- ❖ Web server.
- ❖ Web 2.0.

443. Which of the following is NOT part of a URL?
- ❖ The protocol
- ❖ **The browser**
- ❖ The resource name
- ❖ The domain name

444. A Web site that acts as a gateway to conveniently organized Internet content such as news, weather, stock quotes, sports scores, and e-mail is called a:
- ❖ Subject guide.
- ❖ Search engine.
- ❖ Click stream.
- ❖ **Portal.**

445. Which of the following statements best describes the type of Web pages found with the following search condition? whale-"fin whale"
- ❖ Pages that discuss fin whales
- ❖ **Pages that discuss whales other than fin whales**
- ❖ All pages that discuss fins or whales
- ❖ All pages related to whales

446. Which search conditions would produce the most similar results to the search phrase below? circus+tiger
- ❖ circus OR tiger
- ❖ "circus tiger"
- ❖ **circus AND tiger**
- ❖ circus NOT tiger

447. Which of the following would indicate that a Web page is from a reputable source?
- ❖ The Web page is obviously biased and contains blatantly incorrect information.
- ❖ There are several misspellings and grammatical errors on the Web page.
- ❖ **The author is affiliated with a recognized institution or is otherwise qualified on the subject.**
- ❖ The page has not been updated for several months or years.

448. Which of the following electronic resources do NOT need to be cited?
- ❖ **Internet service providers**
- ❖ Online databases
- ❖ E-mail messages
- ❖ Web sites

449. Any transmission medium that transports high volumes of data at high speeds is called:
- ❖ a communications channel.
- ❖ Bandwidth.
- ❖ a connection.
- ❖ **Broadband.**

450. An example of a wireless medium that sends data through the air or space is:
- ❖ Fiber-optic cable.
- ❖ Coaxial cable.
- ❖ Twisted pair.
- ❖ **Microwaves.**

451. Which transmission medium is a short-range radio transmission?
- ❖ Infrared
- ❖ **Bluetooth**
- ❖ Microwave
- ❖ Satellite

452. The mixed media global telephone system that is used for data and voice communication is called:
- ❖ IrDA
- ❖ **PSTN**
- ❖ DBS
- ❖ PAN

453. A small waist-high curbside installation that connects up to 96 subscribers is called a(n):
- ❖ POTS
- ❖ PSTN
- ❖ PBX
- ❖ **SLC**

454. The inability of homes or businesses to access the PSTN's fiber-optic cables, along with the bottleneck of data that occurs in such situations, is called:
- ❖ Multiplexing.
- ❖ **The last-mile problem.**
- ❖ Digital telephony.
- ❖ The local exchange switch.

455. Which of the following is NOT an example of a last-mile technology?
- ❖ PAN
- ❖ DSL
- ❖ Coaxial cable and cable modems
- ❖ ISDN

456. The switching office that connects cell towers to the PSTN and other cellular networks is called:
- ❖ MMDS
- ❖ DSL
- ❖ **MSC**
- ❖ PCS

457. Which of the following is NOT a Web-enabled device?
- ❖ Smartphone
- ❖ Notebook computer
- ❖ **Modem**
- ❖ PDA

458. The use of digital video technology to transmit sound and video images so that two or more people can have a face-to-face meeting even if they are geographically separated is called:
- ❖ White boarding.
- ❖ Satellite radio broadcasting.
- ❖ Internet telephony.
- ❖ **Videoconferencing.**

459. A computerized version of a stand-alone fax machine is called a(n):
- ❖ Cable modem
- ❖ **Fax modem**
- ❖ DSL modem
- ❖ External modem

460. Which of the following is an example of an application that uses satellite technology?
- ❖ **GPS**
- ❖ Bluetooth
- ❖ Personal Communication Service
- ❖ Skype

461. Which of the following is NOT a basic function of the operating system?
- ❖ Manage memory
- ❖ **Provide the word processing system**
- ❖ Start the computer
- ❖ Provide the user interface

462. The central part of the operating system that starts applications, manages devices and memory, and performs other essential functions is called the:
- ❖ RAM.
- ❖ Graphical user interface.
- ❖ **Kernel.**
- ❖ CPU.

463. The part of the system software that equips the computer with the instructions needed to accept keyboard input and display information on the screen is called the:
- ❖ ROM.
- ❖ POST.
- ❖ CMOS.
- ❖ **BIOS.**

464. Which is NOT a capability of the PnP feature of the Windows operating system?
- ❖ Check for conflicts with other devices
- ❖ Load necessary drivers
- ❖ Automatically detect new peripherals
- ❖ **Authenticate users**

465. On a multiuser computer system, your account consists of your user name, password, and:
- ❖ **Personal storage space.**
- ❖ Preferred desktop theme.
- ❖ Preferred icons.
- ❖ Preferred menu styles.

466. Most current operating systems use which type of tasking control?
- ❖ Dual-tasking
- ❖ **Preemptive multitasking**
- ❖ Single-tasking
- ❖ Application multitasking

467. The user interface enables you to do all of the following except:
- ❖ Manage storage devices.
- ❖ Shut down the computer safely.
- ❖ **Start the computer.**
- ❖ Start application programs.

468. With a graphical user interface, from the desktop, you can initiate many actions by:
- ❖ Choosing an item from a pull-down menu.
- ❖ Typing a command.
- ❖ **Clicking an icon.**
- ❖ Supplying information using a dialog box.

469. The most recent version of the Microsoft Windows operating system is:
- ❖ Microsoft Windows NT.
- ❖ Microsoft Windows CE.
- ❖ **Microsoft Windows Vista.**
- ❖ Microsoft Windows XP.

470. Which operating system introduced the graphical user interface?
- ❖ **Mac OS**
- ❖ UNIX
- ❖ Microsoft Windows
- ❖ Linux

471. Which operating system is open-source software?
- ❖ UNIX
- ❖ Mac OS
- ❖ **Linux**
- ❖ MS-DOS

472. Which of the following is NOT a function of a systems utility program?
- ❖ Providing antivirus protection
- ❖ Backing up system and application files
- ❖ **Providing menu-driven user interfaces**
- ❖ Compressing files so they take up less space

473. Which of the following is NOT a characteristic of application software?
- ❖ **It supports the functions of input, processing, output, and storage.**
- ❖ It provides entertainment.
- ❖ It enables users to accomplish specific tasks.
- ❖ It helps people create products or communicate with others.

474. Word processing, spreadsheet, and presentation software programs are examples of what type of programs?
- ❖ Multimedia and graphics programs
- ❖ **Personal productivity programs**
- ❖ Home and educational programs
- ❖ Internet programs

475. Which is NOT an example of multimedia and graphics software?
- ❖ Audio software
- ❖ Image-editing programs
- ❖ Animation programs
- ❖ **Personal information management programs**

476. The graphics format that uses lossless compression and is best for simple images is called:
- ❖ Joint Photographic Experts Group (JPEG).
- ❖ Portable Network Graphics (PNG).
- ❖ Windows Bitmap (BMP).
- ❖ **Graphics Interchange Format (GIF).**

477. The graphics format that was developed for Microsoft Windows and that typically has very large files is called:
- ❖ Joint Photographic Experts Group (JPEG).
- ❖ Portable Network Graphics (PNG).
- ❖ Graphics Interchange Format (GIF).
- ❖ **Windows Bitmap (BMP).**

478. Which of the following is NOT a characteristic of a vector graphic?
- ❖ Drawing programs are used to create vector graphics.
- ❖ Objects in vector graphics have no inherent resolution and can be any size you want them to be.
- ❖ Vector graphics do not have edge distortion after being resized.
- ❖ **Objects in vector graphics CANNOT be independently edited.**

479. Sophisticated programs used to edit and transform complex bit-mapped images are called:
- ❖ Drawing programs.
- ❖ **Image editors.**
- ❖ Animation programs.
- ❖ 3-D rendering programs.

480.   Which of the following is NOT an example of a sound file format?
   ❖ WMA
   ❖ MP3
   ❖ WAV
   ❖ **AVI**

481.   Which of the following is NOT a video file format?
   ❖ QuickTime
   ❖ MPEG
   ❖ Video for Windows
   ❖ **MP3**

482.   Which type of software is developed by programmers and software engineers to meet the specific needs of an organization?
   ❖ Standalone program
   ❖ **Custom software**
   ❖ Packaged program
   ❖ Integrated software

483.   Which type of software offers all the functions of the leading productivity programs in one easy-to-use program?
   ❖ Office suite
   ❖ **Integrated program**
   ❖ Packaged program
   ❖ Standalone program

484.   Which is NOT an office suite available for Microsoft Windows?
   ❖ Microsoft Office
   ❖ IBM Lotus SmartSuite
   ❖ **Adobe Director**
   ❖ WordPerfect Office

485.   The term used to describe the amount of data the computer is managing in either memory or longer term storage is a(n):
   ❖ Gigahertz.
   ❖ Gigabit per second.
   ❖ **Gigabyte.**
   ❖ Watt.

486.   Which is NOT an example of character code?
   ❖ Unicode
   ❖ EBCDIC
   ❖ ASCII
   ❖ **Floating-point notation**

487.   Which is NOT a characteristic of a system unit?
   ❖ Provides a sturdy frame for mounting internal components
   ❖ Provides room for system upgrades
   ❖ **Represents data as binary numbers**
   ❖ Houses the connectors for input and output devices

488. A motherboard, cooling fan, and expansion slots are all part of the:
- ❖ Transistor.
- ❖ Control unit.
- ❖ **System unit.**
- ❖ System clock.

489. The computer's CPU is contained in the:
- ❖ Drive bay.
- ❖ **Motherboard.**
- ❖ Internal speaker.
- ❖ Power supply.

490. The large printed circuit board that contains thousands of etched electrical circuits is called the:
- ❖ Power switch.
- ❖ Heat sink.
- ❖ **Motherboard.**
- ❖ Instruction set.

491. Which of the following is NOT part of the motherboard?
- ❖ System clock
- ❖ **Connector**
- ❖ CPU
- ❖ Chipset

492. Which is NOT a function of a microprocessor?
- ❖ Controls the rest of the computer's components
- ❖ **Keeps the system unit cool**
- ❖ Processes data
- ❖ Interprets instructions given by software

493. Fetch, decode, execute, and store make up a four-step process called the:
- ❖ Instruction cycle.
- ❖ Instruction set.
- ❖ Logical operation cycle.
- ❖ **Machine cycle.**

494. The internal components of the microprocessor are connected by a highway of parallel wires called the:
- ❖ **Data bus.**
- ❖ Drive bay.
- ❖ ALU.
- ❖ System clock.

495. The collection of chips that work together to provide the switching circuitry that the microprocessor needs to move data throughout the rest of the computer is called:
- ❖ Memory.
- ❖ I/O bus.
- ❖ **Chipset.**
- ❖ PCI bus.

496.   On which type of memory are instructions prerecorded?
   ❖ Primary cache
   ❖ RAM
   ❖ Secondary cache
   ❖ **ROM**

497.   he most common way to get data into the computer is by using a:
   ❖ Touch screen.
   ❖ Stylus.
   ❖ Mouse.
   ❖ **Keyboard.**

498.   The keys that are used to provide different commands, depending on the program in use, are called:
   ❖ **Function keys.**
   ❖ Modifier keys.
   ❖ Arrow keys.
   ❖ Toggle keys.

499.   The type of keyboard that uses a radio frequency (RF) receiver is called a(n):
   ❖ Standard keyboard.
   ❖ Extended keyboard.
   ❖ **Cordless keyboard.**
   ❖ Wearable keyboard.

500.   The input device that is often used in a kiosk is called a:
   ❖ **Touch screen.**
   ❖ Joystick.
   ❖ Touchpad.
   ❖ Pointing stick.

501.   Which is NOT a benefit of speech recognition software?
   ❖ Relieves tired and overused hands
   ❖ Improves productivity
   ❖ Provides an alternative for those who cannot use a keyboard
   ❖ **Automatically converts scanned text into a text file**

502.   The monitor that uses light "guns" to produce on-screen color is called a(n):
   ❖ Flat-panel display.
   ❖ **cathode-ray tube.**
   ❖ dual scan screen.
   ❖ Active-matrix LCD.

503.   Which is NOT a measure of video adapter quality?
   ❖ **Wavetable synthesis**
   ❖ Refresh rate
   ❖ Viewable area
   ❖ Resolution

504. A high-resolution printer that uses an electrostatic reproductive technology similar to that used by copiers is called a(n):
- ❖ **Laser printer.**
- ❖ Thermal-transfer printer.
- ❖ Dot-matrix printer.
- ❖ Inkjet printer.

505. A high-capacity, high-speed storage device that usually consists of several fixed rapidly rotating platters is called:
- ❖ a synthesizer.
- ❖ **a hard disk.**
- ❖ Memory.
- ❖ RAM.

506. Which is NOT a part of a hard disk?
- ❖ Track
- ❖ **Disk cache**
- ❖ Cluster
- ❖ Sector

507. Hard disk performance can be improved by using a(n):
- ❖ Optimal storage device.
- ❖ **Disk cache.**
- ❖ Solid-state storage device.
- ❖ Flash memory reader.

508. An example of a storage device that is used to save and distribute information and can be read many times but only written one time is called a:
- ❖ DVD-RW.
- ❖ **CD-R.**
- ❖ flash drive.
- ❖ CD-RW.

509. complex device used to connect two or more networks is called a:
- ❖ Node.
- ❖ Network interface card.
- ❖ **Router.**
- ❖ Modem.

510. Which of the following is NOT contained in a file server?
- ❖ Data files
- ❖ Programs
- ❖ **Client node**
- ❖ Network operating system

511. Which is NOT an advantage of using a network?
- ❖ Shared information resources
- ❖ Centralized data management
- ❖ **Increased productivity**
- ❖ Reduced hardware costs

512. Which of the following is NOT handled by a topology?
   - ❖ Contention
   - ❖ Collisions
   - ❖ Arrangement
   - ❖ **Layers**

513. A bus topology uses a special connector called a:
   - ❖ Switch.
   - ❖ **Terminator.**
   - ❖ Token.
   - ❖ Protocol stack.

514. The topology where all the nodes are attached in a circular wiring arrangement is called a:
   - ❖ Star topology.
   - ❖ Bus topology.
   - ❖ Network topology.
   - ❖ **Ring topology.**

515. The complete package of protocols that specify how a specific network functions is called the network's:
   - ❖ **Protocol suite.**
   - ❖ Layers.
   - ❖ Protocol stack.
   - ❖ Architecture.

516. In CSMA/CD, the computer sends a fixed unit of data called a(n):
   - ❖ Node.
   - ❖ **Packet.**
   - ❖ Override.
   - ❖ Token.

517. Which of the following is NOT a precaution that you should take when using a hotspot?
   - ❖ **Ensure that wireless access is available at all times.**
   - ❖ Avoid transmitting confidential data without encryption.
   - ❖ Be aware of your surroundings.
   - ❖ Log into the correct network.

518. To connect to a WAN, you must have:
   - ❖ a CSMA/CD.
   - ❖ Wi-Fi.
   - ❖ TCP/IP.
   - ❖ **a POP.**

519. The protocol that defines how one Internet-connected computer can contact another to exchange control and confirmation messages is called:
   - ❖ IP.
   - ❖ POP.
   - ❖ **TCP.**
   - ❖ TCP/IP.

520. When a given packet is examined by many routers and arrives after a noticeable delay, it is called:
- ❖ Circuit switching.
- ❖ Congestion.
- ❖ Collision.
- ❖ **Latency.**

521. Announcements, letters, and memos have generally become _____ as they've moved from print to email.
- ❖ Clearer and more formal
- ❖ **Shorter and more casual**
- ❖ Longer and more formal
- ❖ Shorter and clearer

522. _____ suggests that computer memory develops exponentially, doubling the speed and power of computers every few years.
- ❖ Circuitous' Law
- ❖ Chauvet's Law
- ❖ **Moore's Law**
- ❖ Mapping's Law

523. For sophisticated, print-ready documents, we can use desktop publishing programs like
- ❖ **Quark, Publisher, or In Design**
- ❖ Macromedia Fireworks, Paint Shop Pro, or Photoshop
- ❖ Dreamweaver, FrontPage, or .Mac
- ❖ Word, WordPerfect, or AppleWorks

524. Some companies use their own private, local networks known as _____ to share and collaborate internally.
- ❖ Internets
- ❖ **Intranets**
- ❖ Listservs
- ❖ Bandwidths

525. Technology makes collaboration more ____.
- ❖ Productive
- ❖ Cost-efficient
- ❖ **Both of the above**
- ❖ None of the above

526. Internet users have adopted a loose collection of guidelines of do's and don'ts of online communication known as
- ❖ Etiquette
- ❖ Common courtesy
- ❖ **Netiquette**
- ❖ Protocols

527. How long should the average subject line be in an email?
- ❖ Two to four words
- ❖ **Four to eight words**
- ❖ Eight to twelve words
- ❖ Subject lines aren't necessary

528. ___ refers to the amount of information-carrying capacity of the wires and channels that connect everyone in cyberspace.
   - ❖ Internet
   - ❖ Intranet
   - ❖ Listserv
   - ❖ **Bandwidth**

529. Writing in all CAPS in an email gives the reader the impression you are
   - ❖ Informed
   - ❖ Articulate
   - ❖ **Shouting**
   - ❖ Lazy

530. ____ Software is typically used by individuals who already know each other and have an established relationship.
   - ❖ Publishing
   - ❖ Multimedia
   - ❖ Interactive
   - ❖ **Messaging**

531. ____ technology allows a person to connect to the Internet from remote locations without the need to be connected to a hard-wired office or computer terminal.
   - ❖ Messaging
   - ❖ Multimedia
   - ❖ **Wi-Fi**
   - ❖ Videoconferencing

532. The future of workplace writing and computer technology will probably include
   - ❖ A proliferation of wireless technologies
   - ❖ Improvement in bandwidth and connection speed
   - ❖ Greater integration of technology into everyday life
   - ❖ **All of the above**

533. _____ must be considered to determine the level of detail to include in an e-mail.
   - ❖ Size of the average computer screen
   - ❖ Complexity of the audience and average reading time for a document
   - ❖ **Complexity of the topic and technical aptitude of the audience**
   - ❖ All of the above

534. The most common forms of communication in today's workplace are ____.
   - ❖ **E-mails and memorandums**
   - ❖ E-mails and decision papers
   - ❖ Informative e-mails and instant messages
   - ❖ Memorandums and instant messages

535. Internal documents between coworkers tend to be ___ in nature.
   - ❖ More formal
   - ❖ **Less formal**
   - ❖ Grammatically incorrect
   - ❖ Factually inaccurate

536. External e-mails should include all except _____.
   ❖ Formal greeting
   ❖ Formal closing
   ❖ Key information
   ❖ **All of the above**

537. E-mails are considered _____.
   ❖ Private correspondence protected by the Constitution
   ❖ **Correspondence that can be used in a court of law**
   ❖ Protected communication such as between a doctor and patient
   ❖ None of the above

538. _____ of college students use e-mail for social correspondence.
   ❖ 85%
   ❖ 89%
   ❖ 92%
   ❖ **95%**

539. _____ is (are) the key to effective e-mail.
   ❖ Number of facts
   ❖ **Brevity**
   ❖ Long, wordy sentences
   ❖ Vague references

540. Commonly accepted e-mail formatting features do not include _____.
   ❖ Using an underscore character at the beginning and ending of an underlined passage
   ❖ Using capital letters to designate headings
   ❖ **Using multiple, bright colors to highlight different sections**
   ❖ Using asterisks on either side of a word to designate italics

541. E-mails with attachments should include _____.
   ❖ Lengthy signatures
   ❖ Lots of pictures and graphics
   ❖ Uncommonly used attachments
   ❖ **None of the above**

542. The text message abbreviation "BTW" means _____.
   ❖ Being towed
   ❖ Buying tokens for work
   ❖ Bus to work
   ❖ **By the way**

543. Memos most commonly contain which four key components?
   ❖ Date, to, subject, signature
   ❖ Date, to, from, signature
   ❖ **Date, to, from, subject**
   ❖ Date, from, subject, signature

544. The first paragraph of a memo should include _____.
- ❖ **Purpose**
- ❖ Background information
- ❖ Facts
- ❖ Coauthors

545. _____ are not a specific memo type discussed in Chapter 12.
- ❖ Field reports
- ❖ **Biographies**
- ❖ Meeting minutes
- ❖ Trip reports

546. Organizing the website effectively falls under the ____ section of the problem-solving approach.
- ❖ Planning
- ❖ Researching
- ❖ **Writing**
- ❖ Distributing

547. Creating two-dimensional relationships between text and visual elements is ____ complicated on a web page.
- ❖ **More**
- ❖ Less
- ❖ Significantly less
- ❖ About the same

548. Intranet web pages are meant to be seen by _____.
- ❖ Invitees only
- ❖ The general public
- ❖ Executives
- ❖ **The writer's company employees**

549. The ____ refers to the server on which the web page is stored.
- ❖ Protocol
- ❖ **Authority**
- ❖ Directory
- ❖ Type

550. The uniform resource locator (URL) is case sensitive in the _____.
- ❖ Protocol
- ❖ Authority
- ❖ **Directory**
- ❖ Type

551. ____ is the basic language of web page writing.
- ❖ Generalized markup language
- ❖ Standard generalized markup language
- ❖ Nonstandard generalized markup language
- ❖ **Hypertext markup language**

552. <H1> is an example of _____.
- ❖ **HTML**
- ❖ GML
- ❖ SGML
- ❖ NSGML

553. XHMTL is ____ accessible to more computers and browsers.
- ❖ **More**
- ❖ Less
- ❖ About the same
- ❖ None of the above

554. ___ allows web page writers to customize the style of a web page without having to rewrite the content of the web page as well.
- ❖ HTML
- ❖ GML
- ❖ SGML
- ❖ **CSS**

555. Unlike ___, HTML can only deliver information.
- ❖ XHTML
- ❖ SGML
- ❖ CSS
- ❖ **CGI**

556. Web page designers must consider these three additional ethical issues:
- ❖ Ensuring a fair image, persuading the audience, and ensuring security
- ❖ Ensuring security, persuading the audience, and presenting a fair image
- ❖ **Ensuring accessibility, presenting a fair image, and providing accurate information**
- ❖ Ensuring accessibility, presenting a fair image, and maintaining website security

557. A website homepage is similar to a(n) ____ in written documents.
- ❖ Thesis
- ❖ **Introduction**
- ❖ Body
- ❖ Conclusion

558. Many websites use a ____ style of organization.
- ❖ Linear
- ❖ Horizontal
- ❖ Vertical
- ❖ **Hierarchical**

559. In the binary numbering system, the number 256 associated with computer functions and applications working behind the scenes represents the:

- ❖ data transfer rate measured in bits per second.
- ❖ **number of possible combinations that can be created with eight bits being in either the state of on or off.**
- ❖ **processor speed.**
- ❖ maximum allowable combinations represented by eight bytes being in either an on or off state.

560. One byte represents:
- ❖ eight characters.
- ❖ **eight bits.**
- ❖ a single digit with two possible states.
- ❖ a word.

561. The current personal computer market is dominated by _____ bit CPUs and operating systems.
- ❖ **32**
- ❖ 128
- ❖ 64
- ❖ 16

562. Which of the following is a factor that probably would NOT affect a microprocessor's performance?
- ❖ Chip architecture
- ❖ **Machine cycle**
- ❖ Clock speed
- ❖ Data bus width

563. _____ occurs when the processor executes an instruction and then stores it because the processor expects the instruction to be useful.
- ❖ Parallel processing
- ❖ Data dependency
- ❖ Branch prediction
- ❖ **Speculative execution**

564. During the _____ operation, the control unit determines what the program is telling the computer to do.
- ❖ fetch
- ❖ execute
- ❖ **decode**
- ❖ arithmetic

565. The pathway connecting internal components of the microprocessor is called the:
- ❖ **data bus.**
- ❖ IrDA port.
- ❖ instruction set.
- ❖ system clock.

566. The pulses generated by the system clock:
- ❖ **Synchronize the computer's internal activities**.
- ❖ Optimize the pipelining cycle.
- ❖ Are measured in thousands of cycles per second (KHz).
- ❖ Transmit data to your NIC (Network Interface Card).

567. To free up space on your desk, choose a computer that has a small _____.
- ❖ **Footprint**
- ❖ Chipset
- ❖ Word size
- ❖ Instruction set

568. Which kind of memory contains instructions that have been prerecorded and will not be erased when you turn off the computer power?
  - ❖ RAM
  - ❖ DRAM
  - ❖ Primary cache
  - ❖ **ROM**

569. Cache memory:
  - ❖ is less expensive than RAM.
  - ❖ occupies several megabytes of storage.
  - ❖ is slower than ROM.
  - ❖ **stores frequently accessed program instructions and data**.

570. The type of memory that must have a constant power supply is:
  - ❖ **SDRAM.**
  - ❖ PROM.
  - ❖ ROM.
  - ❖ EEPROM.

571. Which of the following would NOT be found on the front panel of a computer?
  - ❖ **Parallel port**
  - ❖ Power switch
  - ❖ Reset switch
  - ❖ Drive activity light

572. Of the following choices, the largest measurement of storage is a:
  - ❖ Nano byte
  - ❖ **Terabyte**
  - ❖ Gigabyte
  - ❖ Megabyte

573. Today, the main use for a parallel port is to:
  - ❖ facilitate communication between peripherals that are more than a dozen feet or so away.
  - ❖ **connect a printer to your system unit.**
  - ❖ connect an infrared mouse to your computer.
  - ❖ send and receive data one bit at a time

574. Which of the following statements is true?
  - ❖ Microsoft Windows defines the operating environment standard for computers with Linux processors.
  - ❖ Microsoft Windows defines the operating environment standard for computers with UNIX processors.
  - ❖ Mac OS defines the operating environment standard for computers with Intel processors.
  - ❖ **Microsoft Windows defines the operating environment standard for computers with Intel processors.**

575. Which of the following is the latest generation of Windows that brings Microsoft's consumer and corporate operating systems together into a single product?
  - ❖ **Windows XP**
  - ❖ Windows NT
  - ❖ Windows Me
  - ❖ Windows CE

576. Which of the following uses is a form of computer technology in the home?
- ❖ **All of the above**
- ❖ Managing a bank account
- ❖ Writing papers and memos
- ❖ Shopping for personal transportation

577. Which of the following statements best describes computer literacy?
- ❖ It refers to the ability to use computer jargon.
- ❖ It refers to surfing on the Web.
- ❖ **It refers to an awareness of, knowledge of, and interaction with computers.**
- ❖ It refers to reading frequently about computers.

578. Which of the following are three fundamental characteristics that make a computer useful?
- ❖ Lightweight, inexpensive, and sturdy
- ❖ **Speed, reliability, and storage capability**
- ❖ Durable, connectible, and renewable
- ❖ Long life, expensive maintenance, and difficult to understand

579. Which of the following are by-products of the three fundamental characteristics that make a computer useful?
- ❖ Awareness, knowledge, and interaction
- ❖ **Productivity, decision making, and cost reduction**
- ❖ User-friendliness, reliability, and constant upgrade
- ❖ Wisdom, efficiencies of scale, and ease of use

580. Which of the following is an application for computers in the health and medicine field?
- ❖ Developing financial forecasts
- ❖ Forecasting weather
- ❖ Composing an architect rendering
- ❖ **Monitoring seriously ill patients**

581. Which of the following is an application for computers in the retailing field?
- ❖ **Scanning bar codes**
- ❖ Using computers to locate energy materials
- ❖ Using computers to monitor air traffic
- ❖ Computer modeling of DNA

582. What are the three main components of a computer system?
- ❖ Desktop, icons, and mice
- ❖ Input, processing, and output
- ❖ Internet, world wide web, and LAN
- ❖ **Hardware, software, and people**

583. Which of the following is the equipment associated with a computer system?
- ❖ Network refers more to the relationship of the equipment.
- ❖ software
- ❖ **hardware**
- ❖ network

584.   What is the term used to describe a set of instructions for a computer?
- ❖ **software**
- ❖ printout
- ❖ procedure
- ❖ output

585.   What is the term for a set of step-by-step instructions that direct a computer to perform its tasks?
- ❖ setup
- ❖ **program**
- ❖ system
- ❖ Instruction manual

586.   Which of the following is a major task of a computer?
- ❖ Receive telephone calls
- ❖ **Store data and information for safekeeping or later reuse.**
- ❖ Show movies
- ❖ Run personal errands

587.   What are the four main aspects of data handling with a computer?
- ❖ **Input, processing, output, and storage**
- ❖ Comparing, dividing, sorting, and organizing
- ❖ Decision making, sorting, correcting, and mapping
- ❖ Adding, subtracting, multiplying, and dividing

588.   What is the purpose of the central processing unit in a computer?
- ❖ To output reports
- ❖ To input data the computer can process
- ❖ To store computer data and information
- ❖ **To manipulate input data into useful information**

589.   Which of the following is a secondary storage device for a personal computer system?
- ❖ A printer
- ❖ A touch pad
- ❖ **A hard drive or diskette**
- ❖ A screen

590.   Which of the following is NOT an input device?
- ❖ **A DVD drive**
- ❖ A bar code reader
- ❖ A keyboard
- ❖ A flatbed scanner

591.   Which of the following terms applies to software that is written especially for a particular type of business?
- ❖ Integrated business software
- ❖ Business-specific software
- ❖ **Vertical market software**
- ❖ Business-oriented software

592. Which of the following is an appropriate use of groupware?
- ❖ A top-secret project
- ❖ A highly classified project
- ❖ An individual employee project
- ❖ **A team project**

593. Which statement best describes a company help desk?
- ❖ The help desk is an unnecessary company function.
- ❖ Studies show that a help desk is not effective.
- ❖ A company can make large savings by eliminating the help desk.
- ❖ **All information centers are devoted exclusively to providing employee service.**

594. Which of the following is the acronym that refers to home-office workers?
- ❖ **SOHO**
- ❖ SOHOM
- ❖ HOMEO
- ❖ HOMOF

595. Which of the following is probably NOT on a basic list of small business functions that require the assistance of a computer?
- ❖ **Hiring new employees**
- ❖ Customer service
- ❖ Keeping up and making contacts
- ❖ Writing and advertising

596. Which of the following is an important feature of a comprehensive small business software package?
- ❖ A recreation guide
- ❖ A conference guide
- ❖ **A legal guide**
- ❖ A catalog of favorite recipes

597. Which of the following is the hottest ethics issue related to software?
- ❖ Stealing office supplies
- ❖ Refusing to update to new software releases
- ❖ **Software piracy**
- ❖ Playing violent video games

598. Which of the following are NOT terms used to describe an organization's computer resources department?
- ❖ Management Information Systems (MIS)
- ❖ (**Human Resources** HR)
- ❖ Information Technology (IT)
- ❖ Computer Information Systems (CIS)

599. Which statement describes the functions of a computer operator?
- ❖ Catalog the processed disks and tapes and keep them secure
- ❖ Plan and desire entire computer systems
- ❖ Prepare data for processing
- ❖ **Monitor the computer systems, review procedures, keep peripheral equipment running, and make backup copies of data**

600. What is the role of the chief information officer (CIO)?

- ❖ **Must understand the goals and operations of the entire organization and be able to make strategic decisions**
- ❖ Must monitor the computer systems, review procedures, keep peripheral equipment running, and make backup copies of data
- ❖ Must design, write, test, implement, and maintain the programs that process data on the computer system
- ❖ Must implement and maintain the organization's network(s)

CORRECT ANSWERS ARE GIVEN IN THE FORM OF BOLD OPTION

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