

1) A megabyte is 1024 Gigabytes.

- a. True
- b. False

Answer: b

Diff: 1

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

2) A terabyte is larger than a petabyte in terms of computer storage.

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

3) A bit is a character of data.

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

4) A gigabyte or GB is 1024 MB.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

5) The term "byte" stands for binary digit.

a. True

b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 105

Topic: Q3

Skill: RECALL

6) The term "bit" stands for binary digit.

a. True

b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 105

Topic: Q3

Skill: RECALL

7) A byte is a group of 8 bits.

a. True

b. False

Answer: a

Diff: 2

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

8) Memory that is permanent is called "volatile" memory.

- a. True
- b. False

Answer: b

Diff: 1

Type: TF

Page Reference: 107

Topic: Q3

Skill: RECALL

9) The CPU reads instructions and data from memory via the data bus.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

10) The most frequently used data is stored in cache memory.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

11) The speed of a CPU is measured bits per second.

- a. True
- b. False

Answer: b

Diff: 1

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

12) Hardware is electronic components that are used to input, process, output and store data.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 103

Topic: Q3

Skill: RECALL

13) A printer is an example of an input hardware device.

- a. True
- b. False

Answer: b

Diff: 1

Type: TF

Page Reference: 105

Topic: Q3

14) A CPU is sometimes called the "brain" of the computer.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

15) The CPU is an example of an output device.

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

16) A tablet PC screen is an example of an input device.

a. True

b. False

Answer: a

Diff: 2

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

17) The CPU is an example of a processing hardware device.

a. True

b. False

Answer: a

Diff: 2

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

18) The CPU stores results of computations on the hard drive.

a. True

b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

19) Main memory is also called optical storage.

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

20) The type of CPU required will often depend on the type of computing done.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

21) The data bus connects the CPU to the output devices such as the monitor.

- a. True
- b. False

Answer: b

Diff: 3

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

22) Main memory is an example of volatile memory.

- a. True
- b. False

Answer: a

Diff: 2

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

23) When the computer is turned on, the operating system is loaded into main memory.

a. True

b. False

Answer: a

Diff: 2

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

24) Optical disks are an example of main memory.

a. True

b. False

Answer: b

Diff: 1

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

25) Magnetic and optical disks are considered to be nonvolatile memory.

a. True

b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 105

Topic: Q3

Skill: RECALL

26) Volatile memory devices maintain their contents without the power being on.

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 107

Topic: Q3

Skill: RECALL

27) Main memory holds the program instructions for applications that are currently being processed.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

28) When multiple programs are running, the CPU uses memory swapping as each program is used.

- a. True
- b. False

Answer: a

Diff: 3

Type: TF

Page Reference: 107

Topic: Q3

Skill: APPLIED

29) When you work on a spreadsheet program like Excel, the program is loaded into main memory for processing.

- a. True
- b. False

Answer: a

Diff: 2

Type: TF

Page Reference: 107

Topic: Q3

Skill: RECALL

30) Cache memory helps speed up the overall throughput of the CPU.

a. True

b. False

Answer: a

Diff: 3

Type: TF

Page Reference: 106

Topic: Q3

Skill: RECALL

31) The speed of a CPU is measured in dots per second.

a. True

b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 104

Topic: Q3

Skill: RECALL

32) One way to stay informed about technology changes in your area of business is to get involved as a user representative on technology committees in your organization.

a. True

b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 125

Topic: Q1

Skill: RECALL

33) Technology change is a fact of life and each person can choose how to relate to it.

- a. True
- b. False

Answer: a

Diff: 1

Type: TF

Page Reference: 125

Topic: Q1

Skill: RECALL

34) Sometimes virus attacks are brought on by the negligence and ignorance of the user.

- a. True
- b. False

Answer: a

Diff: 3

Type: TF

Page Reference: 118

Topic: Q7

Skill: APPLIED

35) Software vendors intentionally leave security holes in their software so they can charge for patches and fixes later.

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 118

Topic: Q7

Skill: APPLIED

36) A macro virus propagates using the Internet or other computer network, and becomes so overwhelming that the network becomes unusable.

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 118

Topic: Q7

Skill: RECALL

37) As software vendors discover security holes in their products they continually issue modifications called "hole repairs."

- a. True
- b. False

Answer: b

Diff: 2

Type: TF

Page Reference: 118

Topic: Q7

Skill: RECALL

38) A _____ is the smallest piece of data in this list.

- a. byte
- b. field
- c. file
- d. table
- e. record

Answer: a

Diff: 2

Type: MC

Page Reference: 106

Topic: Q3

Skill: RECALL

39) The Y2K problem refers to

- a. the inability of all computers to function after year 2000.

- b. a manufacturing flaw in some Intel processors in 1998.
- c. the use of 4 digits to represent the year in early computers.
- d. the use of 2 digits to represent the year in early computers.
- e. the use of the 1929 rule to determine the first two digits of the year.

Answer: d

Diff: 2

Type: MC

Page Reference: 102

Topic: Q2

Skill: RECALL

40) The first digital computing devices were invented in the

- a. 1930s
- b. 1940s
- c. 1950s
- d. 1960s
- e. 1870s

Answer: b

Diff: 2

Type: MC

Page Reference: 98

Topic: Q2

Skill: RECALL

41) University of Toronto installed the first digital computer in Canada in

- a. 1950
- b. 1952
- c. 1954
- d. 1956
- e. 1958

Answer: b

Diff: 2

Type: MC

Page Reference: 99

Topic: Q2

Skill: RECALL

42) Which of the following is an example of an output device?

- a. A mouse
- b. A set of headphones
- c. A scanner
- d. A computer keyboard
- e. A microphone

Answer: b

Diff: 1

Type: MC

Page Reference: 103

Topic: Q3

Skill: RECALL

43) Which of the following is an example of an output device?

- a. A microphone
- b. A computer keyboard
- c. A laser printer
- d. A mouse
- e. A scanner

Answer: c

Diff: 1

Type: MC

Page Reference: 103

Topic: Q3

Skill: RECALL

44) What of the following is not a function of the central processing unit?

- a. Stores results in memory
- b. Performs arithmetic and logical comparisons

- c. Stores data
- d. Performs calculations
- e. Selects instructions

Answer: c

Diff: 2

Type: MC

Page Reference: 104

Topic: Q3

Skill: RECALL

45) As predicted by Moore's Law, the capacity of storage devices is _____ as the costs _____.

- a. decreasing; decrease
- b. increasing; increase
- c. decreasing; stay the same
- d. increasing; stay the same
- e. increasing; decrease

Answer: e

Diff: 2

Type: MC

Page Reference: 102

Topic: Q2

Skill: RECALL

46) Which of the following is an example of optical storage media?

- a. Memory chip
- b. DVD disc
- c. A USB memory key
- d. Cache
- e. A hard drive

Answer: b

Diff: 1

Type: MC

Page Reference: 105

Topic: Q3

Skill: RECALL

47) A kilobyte is a collection of

- a. 512 bytes.
- b. 1024 bytes.
- c. 1024 megabytes.
- d. 1024 gigabytes.
- e. 8 bytes.

Answer: b

Diff: 2

Type: MC

Page Reference: 106

Topic: Q3

Skill: RECALL

48) Bytes consist of _____ bits of memory.

- a. 2
- b. 12
- c. 8
- d. 4
- e. 6

Answer: c

Diff: 2

Type: MC

Page Reference: 106

Topic: Q3

Skill: RECALL

49) Instructions move from main memory into the CPU via the (a)

- a. network card.
- b. memory chip.

- c. operating system.
- d. data channel.
- e. cache.

Answer: d

Diff: 2

Type: MC

Page Reference: 106

Topic: Q3

Skill: RECALL

50) Which of the following is an example of an operating system?

- a. Glass Fish
- b. Java
- c. Unix
- d. Boot Camp
- e. VMware Fusion

Answer: c

Diff: 2

Type: MC

Page Reference: 110

Topic: Q6

Skill: RECALL

51) Volatile memory means that

- a. such devices are fragile.
- b. such devices are susceptible to electromagnetic interference.
- c. these devices maintain their contents as soon as the content is added to them.
- d. the contents are lost once power is off.
- e. these devices are cheaper than non-volatile memory.

Answer: d

Diff: 2

Type: MC

Page Reference: 107

Topic: Q3

Skill: RECALL

52) When you purchase a copy of Microsoft Windows ,

- a. you are buying an operating system.
- b. you are buying an application that runs on Mac.
- c. you are buying an application program.
- d. you are buying a graphics program.
- e. you are buying a suite of office programs.

Answer: a

Diff: 2

Type: MC

Page Reference: 110

Topic: Q3

Skill: RECALL

53) Software applications that provides capabilities common across all organizations and industries are called

- a. horizontal market applications.
- b. supply chain management applications.
- c. value chain management applications.
- d. enterprise resource planning applications.
- e. operating systems software.

Answer: a

Diff: 2

Type: MC

Page Reference: 113

Topic: Q5

Skill: RECALL

54) Vertical market software refers to

- a. industry specific software.
- b. supply chain management software.
- c. enterprise resource planning software.

- d. productivity software.
- e. value chain management software.

Answer: a

Diff: 2

Type: MC

Page Reference: 113

Topic: Q5

Skill: RECALL

55) Which device listed below is an example of an input hardware device?

- a. Printer
- b. DVD drive
- c. CPU
- d. Speaker
- e. Touch Screen

Answer: e

Diff: 1

Type: MC

Page Reference: 104

Topic: Q3

Skill: RECALL

56) Which device listed below is an example of an output hardware device?

- a. Touch screen
- b. Keyboard
- c. Bar code scanner
- d. Magnetic tape
- e. Printer

Answer: e

Diff: 1

Type: MC

Page Reference: 103

Topic: Q3

Skill: RECALL

57) Which device listed below is an example of a processing hardware device?

- a. Main memory
- b. Keyboard
- c. Printer
- d. Magnetic tape
- e. Touch screen

Answer: a

Diff: 3

Type: MC

Page Reference: 104

Topic: Q3

Skill: RECALL

58) Which device listed below is an example of a storage hardware device?

- a. Keyboard
- b. Bar code scanner
- c. Mouse
- d. Printer
- e. Optical disk

Answer: e

Diff: 2

Type: MC

Page Reference: 104

Topic: Q3

Skill: RECALL

59) Linux is an example of

- a. an application.
- b. horizontal-market software.
- c. vertical-market software.
- d. one-of-a-kind application.

e. operating system software.

Answer: e

Diff: 2

Type: MC

Page Reference: 111

Topic: Q5

Skill: RECALL

60) _____ software consists of programs that perform business functions like general ledger and accounting.

- a. Operating system
- b. Firmware
- c. Tailor-made
- d. Application
- e. Vertical-market software

Answer: d

Diff: 1

Type: MC

Page Reference: 112

Topic: Q5

Skill: RECALL

61) A computer monitor is an example of

- a. data.
- b. hardware.
- c. a DSS.
- d. spaceware.
- e. software.

Answer: b

Diff: 1

Type: MC

Page Reference: 107

Topic: Q3

Skill: RECALL

62) Users employ _____ computers for work processing, spreadsheets, and database access.

- a. operating
- b. custom
- c. client
- d. server
- e. dumb terminal

Answer: c

Diff: 2

Type: MC

Page Reference: 108

Topic: Q4

Skill: RECALL

63) The _____ system manages the computer's resources.

- a. open source
- b. application
- c. software
- d. operating
- e. information

Answer: d

Diff: 2

Type: MC

Page Reference: 110

Topic: Q5

Skill: RECALL

64) A virus delivers a(n) _____ when its program deletes programs and data.

- a. worm
- b. packet
- c. payload
- d. bomb

e. MB

Answer: c

Diff: 2

Type: MC

Page Reference: 118

Topic: Q7

Skill: RECALL

65) One-of-a-kind application software is

- a. operating software.
- b. software that runs printers.
- c. designed for a specific, unique need
- d. like a web-browser.
- e. memory-swapping software.

Answer: c

Diff: 3

Type: MC

Page Reference: 114

Topic: Q5

Skill: RECALL

66) _____ is installed in special, read-only memory in devices like printers or communication devices.

- a. Firmware
- b. Application
- c. Vertical-market
- d. Operating system
- e. BIOS

Answer: a

Diff: 2

Type: MC

Page Reference: 115

Topic: Q5

Skill: RECALL

67) A _____ is a virus that is attached to Word and Excel files.

- a. time bomb
- b. worm
- c. Macro-virus
- d. Trojan horse
- e. zombie

Answer: c

Diff: 2

Type: MC

Page Reference: 118

Topic: Q7

Skill: RECALL

68) A _____ is a virus that replicates itself over the Internet and other networks.

- a. patch
- b. macro
- c. time bomb
- d. worm
- e. Trojan horse

Answer: d

Diff: 2

Type: MC

Page Reference: 118

Topic: Q7

Skill: RECALL

69) Volatile memory _____ data when the power is turned off.

- a. removes
- b. saves
- c. corrects
- d. backs up

e. loses

Answer: e

Diff: 2

Type: MC

Page Reference: 107

Topic: Q3

Skill: RECALL

70) A bar code scanner is an example of a(n)

a. processing device.

b. input device.

c. storage device.

d. optical device.

e. output device.

Answer: b

Diff: 2

Type: MC

Page Reference: 104

Topic: Q3

Skill: RECALL

71) Main memory is an example of

a. cache memory.

b. non-volatile memory.

c. input memory.

d. volatile memory.

e. optical memory.

Answer: d

Diff: 2

Type: MC

Page Reference: 107

Topic: Q3

Skill: RECALL

72) Data moves between main memory and the CPU via (the)

- a. CPU.
- b. instruction set.
- c. data bus.
- d. main memory.
- e. data application.

Answer: c

Diff: 2

Type: MC

Page Reference: 106

Topic: Q3

Skill: RECALL

73) A _____ is a computer infected by a worm virus.

- a. payload
- b. worm
- c. zombie
- d. time bomb
- e. Trojan horse

Answer: c

Diff: 2

Type: MC

Page Reference: 118

Topic: Q7

Skill: RECALL

74) One _____ is equivalent to 1024 GB.

- a. megabyte
- b. gigaflop
- c. gigabyte
- d. terabyte
- e. kilobyte

Answer: d

Diff: 2

Type: MC

Page Reference: 106

Topic: Q3

Skill: RECALL

75) Data in the CPU is processed in the form of

- a. bytes.
- b. pixels.
- c. characters.
- d. dots.
- e. bits.

Answer: e

Diff: 3

Type: MC

Page Reference: 106

Topic: Q3

Skill: APPLIED

76) A bit has a value of

- a. 0 or 1.
- b. 0.
- c. 11010.
- d. 1024.
- e. 1.

Answer: a

Diff: 1

Type: MC

Page Reference: 105

Topic: Q3

Skill: RECALL

77) The _____ of a CPU is measured in hertz.

- a. dot pitch
- b. seek time
- c. data bus
- d. clock speed
- e. size

Answer: d

Diff: 2

Type: MC

Page Reference: 104

Topic: Q3

Skill: RECALL

78) The operating system employs _____ so that users can run multiple applications and files at the same time.

- a. main memory
- b. seek time
- c. patches
- d. rotational delay
- e. memory swapping

Answer: e

Diff: 3

Type: MC

Page Reference: 107

Topic: Q3

Skill: RECALL

79) _____ is designed to increase the overall throughput of the CPU.

- a. Cache memory
- b. Non-volatile memory
- c. Volatile memory
- d. Seek time
- e. Main memory

Answer: a

Diff: 3

Type: MC

Page Reference: 106

Topic: Q3

Skill: RECALL

80) Perhaps falsely, _____ is generally regarded as one of the more difficult operating systems to learn to use.

- a. Unix
- b. Windows XP
- c. Mac OS X
- d. Windows Vista
- e. Linux

Answer: a

Diff: 2

Type: MC

Page Reference: 110

Topic: Q5

Skill: APPLIED

81) When one buys an operating system like Windows 7, you are actually buying (a) software

- a. upgrade.
- b. licence.
- c. version.
- d. copyright.
- e. rights.

Answer: b

Diff: 2

Type: MC

Page Reference: 110

Topic: Q5

Skill: RECALL

82) A spreadsheet program is an example of

- a. operating system software.
- b. firmware.
- c. vertical-market software.
- d. horizontal-market software.
- e. system software.

Answer: d

Diff: 2

Type: MC

Page Reference: 113

Topic: Q5

Skill: RECALL

83) A grocery scanning check out system is an example of

- a. firmware.
- b. system software.
- c. operating system software.
- d. horizontal-market software.
- e. vertical-market software.

Answer: e

Diff: 3

Type: MC

Page Reference: 113

Topic: Q5

Skill: APPLIED

84) Business people who prefer to ignore technology and leave technology knowledge strictly to the technology professionals are giving the (a) _____ to others in the industry.

- a. information systems
- b. appropriate timing
- c. competitive advantage

- d. software edge
- e. customer management edge

Answer: c

Diff: 2

Type: MC

Page Reference: 124

Topic: Q1

Skill: RECALL

85) Reading articles about technology trends specific to your business, attending workshops on technology trends, and reading technology ads are all examples of

- a. ways of staying current on technology.
- b. ways of staying current in your business.
- c. vendor retrieval.
- d. looking for a technology job.
- e. customer management trends.

Answer: a

Diff: 2

Type: MC

Page Reference: 124

Topic: Q1

Skill: RECALL

86) Software vendors should make it easy for users to download and apply _____ to fix known holes in their software.

- a. encryption keys
- b. repairs
- c. patches
- d. viruses
- e. bugs

Answer: c

Diff: 2

Type: MC

Page Reference: 118

Topic: Q7

Skill: APPLIED

87) In 2003, the _____ worm clogged the Internet and caused Bank of America ATM machines and information systems of hundreds of other organizations to fail.

- a. 911
- b. Michelangelo
- c. Trojan
- d. viral
- e. Slammer

Answer: e

Diff: 3

Type: MC

Page Reference: 118

Topic: Q7

Skill: RECALL

88) To keep from getting a virus on your computer, be sure never to download files, programs, or attachments from _____ web sites.

- a. private
- b. hijacked
- c. pirated
- d. unknown
- e. commercial

Answer: d

Diff: 2

Type: MC

Page Reference: 118

Topic: Q7

Skill: APPLIED

89) Cloud computing may be more efficient because

- a. it uses several computers to address a single problem.

- b. it adds to the ability to store data.
- c. customers only pay for what they use, and updates are done automatically.
- d. it is resident on your computer.
- e. it is available only during business hours.

Answer: c

Diff: 2

Type: MC

Page Reference: 109

Topic: Q4

Skill: APPLIED

90) Customer relationship management can be delivered over the Internet through the use of

- a. grid computing.
- b. thick clients.
- c. server farms.
- d. cloud computing.
- e. thin clients.

Answer: d

Diff: 2

Type: MC

Page Reference: 109

Topic: Q4

Skill: RECALL

91) An application that needs only a browser is called a (n)

- a. cloud application.
- b. thin client.
- c. open source application.
- d. query optimization.
- e. ease of use program.

Answer: b

Diff: 2

Type: MC

Page Reference: 116

Topic: Q5

Skill: RECALL

92) Grid computing use software to

- a. create a private network of computers at a school or company.
- b. share operating systems among a number of computers.
- c. coordinate all the activities in a large collection of computers.
- d. allow multiple operating systems to operate on a single computer.
- e. divide and apportion pieces of a program among several computers to solve a single problem.

Answer: e

Diff: 3

Type: MC

Page Reference: 109

Topic: Q4

Skill: RECALL

93) The price of a given CPU will be halved every 18 months according to Moore's Law.

Diff: 2

Type: FIB

Page Reference: 102

Topic: Q2

Skill: RECALL

94) The clock speed of the CPU is measured in hertz, or cycles per second.

Diff: 2

Type: FIB

Page Reference: 104

Topic: Q3

Skill: RECALL

95) Gigahertz (GHz) stands for billions of cycles per second.

Diff: 2

Type: FIB

Page Reference: 104

Topic: Q3
Skill: RECALL

96) Users of cloud computing rent the usage of computers from third-party providers.

Diff: 2
Type: FIB
Page Reference: 109
Topic: Q4
Skill: RECALL

97) Software that is installed often in special, read-only memory in devices like printers or communication devices is called firmware.

Diff: 3
Type: FIB
Page Reference: 115
Topic: Q4
Skill: RECALL

98) Computer programs like QuickBooks that perform a specific business function are called application software.

Diff: 2
Type: FIB
Page Reference: 109
Topic: Q5
Skill: RECALL

99) Vertical market application software serves the needs of a specific industry.

Diff: 2
Type: FIB
Page Reference: 113
Topic: Q5
Skill: RECALL

100) Horizontal-market application software like a word processor application provides common capabilities across all organizations and industries.

Diff: 2
Type: FIB
Page Reference: 113
Topic: Q5
Skill: RECALL

101) Software that is tailor-made for special applications is called custom software.

Diff: 2

Type: FIB

Page Reference: 114

Topic: Q5

Skill: RECALL

102) A licence stipulates how a program may be used by the purchaser.

Diff: 2

Type: FIB

Page Reference: 112

Topic: Q5

Skill: RECALL

103) Linux is an operating system developed loosely knit group of programmers. What is the name for this group? Can you describe two benefits of using this type of software?

Answer: The name for the loosely unit group of programmers is “open-source community.” These programmers act mostly as volunteers in creating software. In that sense, this community owns the software, Linux. The benefits of using this software are that it is free. There is no licence associated with it. Another benefit is that the source code can be modified to user needs. Also, since it’s software owned by a community, there are permanent updates and enhancements to the software.

Diff: 3

Type: Essay

Page Reference: 112

Topic: Q5

Skill: APPLIED

104) Macintosh computers have been used primarily by graphic artists and workers in the arts community.

Diff: 1

Type: FIB

Page Reference: 111

Topic: Q4

Skill: RECALL

105) Unix was developed by Bell Labs and is generally regarded as more difficult to use than Windows or Mac OS.

Diff: 2

Type: FIB

Page Reference: 111

Topic: Q4

Skill: RECALL

106) Linux is a version of Unix that was developed by the open source community.

Diff: 2

Type: FIB

Page Reference: 111

Topic: Q4

Skill: RECALL

107) Cache memory helps speed up the overall throughput of the CPU.

Diff: 2

Type: FIB

Page Reference: 106

Topic: Q3

Skill: RECALL

108) The CPU reads instructions and data from memory via the data bus.

Diff: 3

Type: FIB

Page Reference: 106

Topic: Q3

Skill: RECALL

109) Macro viruses attach themselves to Word, Excel, or other type of documents.

Diff: 2

Type: FIB

Page Reference: 118

Topic: Q7

Skill: RECALL

110) The Operating System is a computer program that controls all of the computer's resources.

Diff: 2

Type: FIB

Page Reference: 106

Topic: Q3

Skill: RECALL

111) The Slammer virus that clogged the Internet in 2003 is an example of a(n) worm.

Diff: 3
Type: FIB
Page Reference: 118
Topic: Q7
Skill: RECALL

112) Viruses that are specifically programmed to spread are called worms.

Diff: 2
Type: FIB
Page Reference: 118
Topic: Q7
Skill: RECALL

113) Payload is the program code that is delivered by a virus to cause harmful actions.

Diff: 3
Type: FIB
Page Reference: 118
Topic: Q7
Skill: RECALL

114) A worm is a virus that propagates using the Internet or other computer network.

Diff: 2
Type: FIB
Page Reference: 118
Topic: Q7
Skill: RECALL

115) A(n) gigabyte (GB) is equal to 1024 MB.

Diff: 2
Type: FIB
Page Reference: 106
Topic: Q3
Skill: RECALL

116) Vendors issue patches to fix security holes in their programs.

Diff: 3
Type: FIB
Page Reference: 118
Topic: Q7
Skill: RECALL

117) 1024 GB of data is also referred to as a(n) terabyte (TB).

Diff: 2

Type: FIB

Page Reference: 106

Topic: Q3

Skill: RECALL

118) To represent the term "MIS" in a binary language would require three bytes of information.

Diff: 3

Type: FIB

Page Reference: 106

Topic: Q3

Skill: APPLIED

119) A byte is equivalent to one character of information.

Diff: 2

Type: FIB

Page Reference: 106

Topic: Q3

Skill: RECALL

120) The collection of instructions that a computer can process is called the computer's instruction set.

Diff: 2

Type: FIB

Page Reference: 108

Topic: Q4

Skill: RECALL

121) The need to minimize data volume to reduce the costs of storage was one reason for the Y2K problem.

Diff: 3

Type: FIB

Page Reference: 102

Topic: Q2

Skill: RECALL

122) According to most software licence agreements, vendors are not accountable for any security holes in the software that might leave their customers vulnerable to attack.

Diff: 3
Type: FIB
Page Reference: 118
Topic: Q7
Skill: APPLIED

123) Every computer should have an active copy of a(n) Antivirus programs.

Diff: 2
Type: FIB
Page Reference: 118
Topic: Q7
Skill: APPLIED

124) A(n) terabyte is equal to 1024 gigabytes.

Diff: 3
Type: FIB
Page Reference: 106
Topic: Q3
Skill: RECALL

125) Some larger corporations and government organizations still use mainframe computers.

Diff: 2
Type: FIB
Page Reference: 99
Topic: Q2
Skill: RECALL

126) What is firmware?

Answer:
Firmware is computer software that is installed into devices like printers, print servers, and various types of communication devices.

Diff: 2
Type: ES
Page Reference: 115
Topic: Q5
Skill: RECALL

127) How are computer viruses different from worms?

Answer:

A virus is a computer program that replicates itself; a worm is a virus that propagates using the Internet or other computer network.

Diff: 3

Type: ES

Page Reference: 118

Topic: Q7

Skill: APPLIED

128) Explain the functions of BIOS.

Answer:

BIOS is an important piece of firmware that checks to make sure the memory and input devices are functional before the operating system is loaded.

Diff: 3

Type: ES

Page Reference: 115

Topic: Q5

Skill: APPLIED

129) Why will knowing the basics about modern information technology help you in business?

Answer:

Knowing the basics about modern information technology (IT) (e.g., hardware, software, and networking) will not only help you be a more knowledgeable consumer of technology but also will help you be on top on the new advancements in your respective industry of interest. This understanding will allow you to recognize its positive and negative effects on society, and foresee the future. Indeed, knowing about modern IT may help you change the structure of your industry. (Refer to Porter's four competitive strategies on how IT can possibly do this in Chapter 3.)

Diff: 3

Type: ES

Page Reference: 98

Topic: Q1

Skill: APPLIED

130) Briefly describe how a computer works.

Answer:

The CPU (central processing unit) is the major actor. To run a program or process data, the CPU must first transfer the program or data from disk to main memory. Then, to execute an instruction, it moves the instruction from main memory into the CPU via the data channel or bus. The CPU has a small amount of very fast memory called a cache. The CPU keeps frequently used instructions in the cache. Having a large cache makes the computer faster, but cache is expensive. Main memory of the computer contains program instructions and instructions for the operating system, which is a program that controls the computer's resources as well as a block of data.

Main memory is too small to hold all of the programs and data that a user may want to process. CPU loads programs into memory in chunks. When the user requested additional processing, the CPU loaded another piece of code.

Diff: 3

Type: ES

Page Reference: 106

Topic: Q3

Skill: APPLIED

131) How does the Microsoft licensing model differ from an open source licence?

Answer:

Microsoft licenses its software to its customers, users buy their right to use the program, but do not own the program. Open source software is owned by the community that develops it, that includes every user potentially. There is no fee to use open source software.

Diff: 3

Type: ES

Page Reference: 111

Topic: Q5

Skill: APPLIED

132) What are the difference in functions between a client computer and a server computer?

Answer:

User uses client computers for word processing, spreadsheets, database access, and so forth. Most client computers also have software that enables them to connect to a network. Server computers publish web sites, sell goods, host databases, and provide other functions.

Diff: 3

Type: ES

Page Reference: 116

Topic: Q5

Skill: APPLIED

133) What are two major categories of software? Give an example of each.

Answer:

At the highest level, one should think of both operating systems (or system software) and application software. An example of a common operating system would, of course, be Windows XP. An example of an application program is MS Word with the MS Office application suite. Other examples of application software could be general ledger, payables, order entry, purchasing, etc.

Diff: 3

Type: ES

Page Reference: 113

Topic: Q5

Skill: APPLIED

134) Describe the functions of an operating system software.

Answer:

An operating system is a program that controls the computers resources and is responsible for loading and unloading programs.

Diff: 2

Type: ES

Page Reference: 106

Topic: Q3

Skill: APPLIED

135) What are the differences between volatile and nonvolatile memory? Give an example of each. Why is this important to know in business?

Answer:

Volatile memory is impermanent as compared to nonvolatile memory which is relatively permanent. This simply means that when the electric power that flows through the circuits is turned off, the data represented in the volatile memory disappears whereas the nonvolatile memory will retain the data. The main examples are RAM which is volatile and ROM which is nonvolatile. This is important to know in business so that we save our important data in a non-volatile memory format when we are done.

Diff: 3

Type: ES

Page Reference: 107

Topic: Q3

Skill: APPLIED

136) How is data represented and processed in the CPU?

Answer:

Computers use bits to represent data. A bit, or binary digit, has a value of zero or one. These bits are used to represent both computer instructions and also data and are processed in the CPU. They are loaded from the magnetic disk into main memory and then into the memory registers of the CPU where the instructions are fetched, decoded, and then executed. The results are stored in more registers and then moved back to main memory via the data bus.

Diff: 3

Type: ES

Page Reference: 106

Topic: Q3

Skill: APPLIED

137) Describe three different types of viruses and how they work.

Answer:

A Trojan horse virus masquerades as a game, music file, or a useful program that users want to download and then delivers a malicious payload. A macro virus attaches to a Word, Excel, or other type of document file. Then when the file is opened, it places itself in the start up file of that particular application and then infects every file the application processes after that. Worm viruses use the Internet or other computer network to spread and propagate. They can choke networks with a high volume of traffic to make the network unusable.

Diff: 3

Type: ES

Page Reference: 188

Topic: Q7

Skill: APPLIED

138) What is an operating system? How does it perform memory swapping and why is this important for business?

Answer:

Operating system software is software that works behind the scenes of the computer to manage all the computer resources, including the CPU, main memory, and the input and output from other devices. When a user attempts to use multiple applications and multiple files, they must all be loaded into main memory. When the capacity of main memory is reached, the operating system will remove some applications and data from main memory to make room for the new program or file that was invoked. If the user jumps to one of the applications that was removed from main memory, the operating system will "page" it back into main memory as needed. This will result in slower processing of the data and applications.

Diff: 3

Type: ES

Page Reference: 106

Topic: Q3

Skill: APPLIED

139) What is the difference between off-the-shelf and custom software? What are the advantages and disadvantages of custom software?

Answer:

Off-the-shelf software is purchased and then may be modified to fit the particular need. Custom software is programmed from scratch to meet the needs of the company. Custom software development can be difficult and risky. Software development projects are hard to manage and are often 200 to 300 percent over budget and late. It may be that the needs of the organization are so unusual that no packaged system comes close to meeting those needs. If the potential gain in competitive advantage is great, it may be enough to justify the risk. It is also risky because many other existing applications may have to be modified in order to be integrated with the custom application. If the original developers of the system leave the organization, there must be good documentation of the custom system in order for other people to properly maintain it.

Diff: 3

Type: ES

Page Reference: 114

Topic: Q5

Skill: APPLIED

140) What are the different categories of hardware? Give an example of each.

Answer:

If we look at the basic functions of hardware, they can be categorized into input, output, processing, and storage devices. Input hardware includes keyboards, light pens, and mice; output devices are monitors and printers; processing hardware would include the CPU and main memory; and storage hardware would include magnetic and optical disk.

Diff: 3

Type: ES

Page Reference: 103

Topic: Q3

Skill: APPLIED

141) Some people say that technology changes too quickly and that they don't want any more features on the hardware and software that they use. Discuss the downside and the upside of this argument.

Answer:

While it is certainly true that software and hardware companies tend to overwhelm markets with their continual release of new and improved products, it difficult for them not to do this. They are under pressure to keep their firm's growth at high levels and so need to release new and improved products. Then there are some power users who demand new products. And if companies don't keep advancing their own technologies, they will be perceived as laggards in the industry rather than leaders. It is dangerous from a user standpoint to buy one version of software or hardware, learn it thoroughly, and then refuse to upgrade. Eventually these products will no longer be supported by the vendors and won't run on any available computers. There is a lot of marketing hype around new technology products, it is important to try and see through the, but it is equally important to keep up with advances in technology.

Diff: 3

Type: ES

Page Reference: 124

Topic: Q1

Skill: APPLIED

142) Describe how you would stay informed about changes in technology.

Answer:

For today's professionals, there is no other option except immersing oneself in the new changes in technology. There are different ways in which you can do this: 1) reading material that contains this type of information (e.g., CNET News and ZDNet); 2) attending professional events that combine your specialty with technology (e.g., if you are banker, attend sessions on technology trends for bankers); and 3) getting involved as a user representative in technology committees within your organization if possible (i.e., if your company is implementing an ERP, you can take part as technology champion or reviewer).

Diff: 3

Type: ES

Page Reference: 124

Topic: Q1

Skill: APPLIED

143) Explain why it is important for a manager to know how computers work.

Answer:

Computers can be bought with different amounts of memory and different configurations and, of course, their costs also vary with it. For that reason, it's important for managers to understand the basics of how computers work so that they can help with the decision-making process when choosing the computers needed in the organization. For example, managers should at least be able to understand that the ability and capacity of certain computers to process a given amount of work in a set period depend on more factors than just the speed of the processor. And thus, they should be able to select the right computers for the information storage and processing needs of their organizations. This knowledge would also help these managers increase their negotiating skills with technology vendors.

Diff: 3

Type: ES

Page Reference: 107

Topic: Q3

Skill: APPLIED

144) Why is cloud computing theoretically more efficient than traditional computing?

Answer:

Cloud computing is more efficient because users pay only for what they use. Hardware and software are not purchased and then not used. In cloud computing hardware and software is rented only when it is necessary and this makes cloud computing more efficient.

Diff: 3

Type: ES

Page Reference: 109

Topic: Q4

Skill: APPLIED