

- 1) Computers are very good at \_\_\_\_\_ data into information.
  - A) making
  - B) producing
  - C) processing
  - D) entering
- 2) The \_\_\_\_\_ language consists of just two digits: 0 and 1.
  - A) application
  - B) binary
  - C) base 10
  - D) data processing
- 3) Computers process data into information by working exclusively with
  - A) multimedia.
  - B) words.
  - C) characters.
  - D) numbers.
- 4) A \_\_\_\_\_ is approximately 1 billion bytes.
  - A) kilobyte
  - B) bit
  - C) gigabyte
  - D) megabyte
- 5) Any computer parts that you can actually touch are considered to be
  - A) hardware.
  - B) software.
  - C) systems.
  - D) platforms.
- 6) Devices such as monitors and printers that are connected to the computer are called
  - A) processing devices.
  - B) system devices.
  - C) peripheral devices.
  - D) input devices.
- 7) Which of the following is an example of an input device?
  - A) a scanner
  - B) a speaker
  - C) a CD
  - D) a printer
- 8) A \_\_\_\_\_ is a portable computer that features a touch-sensitive screen and handwriting recognition software.
  - A) Tablet PC
  - B) notebook
  - C) Pocket PC
  - D) desktop

- 9) \_\_\_\_\_ keys move your cursor.
- A) I-beam
  - B) Cursor control
  - C) Navigation
  - D) Function
- 10) A(n) \_\_\_\_\_ uses an internal sensor or laser to detect the mouse's movement.
- A) MoGo mouse
  - B) wireless mouse
  - C) trackball mouse
  - D) optical mouse
- 11) A printer's \_\_\_\_\_ determines how many pages it can print per minute.
- A) speed
  - B) resolution
  - C) output rate
  - D) memory
- 12) \_\_\_\_\_ printers have tiny hammer-like keys that strike the paper through an inked ribbon.
- A) Inkjet
  - B) Impact
  - C) Nonimpact
  - D) Laser
- 13) Restarting a computer when it is already powered on is called \_\_\_\_\_.
- A) hibernation.
  - B) standby mode.
  - C) a warm boot.
  - D) a cold boot.
- 14) Hard disk drives are considered \_\_\_\_\_ storage.
- A) nonvolatile
  - B) flash
  - C) temporary
  - D) nonpermanent
- 15) \_\_\_\_\_ ports are now the most popular ports for connecting input and output devices to the computer.
- A) USB
  - B) Serial
  - C) Parallel
  - D) FireWire
- 16) The S-video and the \_\_\_\_\_ ports on a computer facilitate connecting the computer to multimedia devices such as TVs and DVD players.
- A) AVI
  - B) DVI
  - C) USB
  - D) Parallel

- 17) The \_\_\_\_\_, housed inside the system unit, regulates the wall voltage to the voltages required by the computer chips.
- A) motherboard
  - B) CPU
  - C) RAM
  - D) power supply
- 18) \_\_\_\_\_ is a form of permanent memory that holds all the instructions the computer needs to start up.
- A) RAM
  - B) ROM
  - C) The CPU
  - D) The NIC
- 19) \_\_\_\_\_ is a series of small memory cards that plug into slots on the motherboard.
- A) RAM
  - B) ROM
  - C) The CPU
  - D) The power supply
- 20) RAM is considered volatile storage, which means it is
- A) permanent.
  - B) random.
  - C) read-only.
  - D) temporary.
- 21) Software refers to a set of instructions that tells the computer what to do. These instruction sets are called
- A) databases.
  - B) peripherals.
  - C) programs.
  - D) devices.
- 22) Microsoft Word and Corel WordPerfect are examples of
- A) system software.
  - B) graphic software.
  - C) utility software.
  - D) word-processing software.
- 23) The cell address F7 indicates that the cell
- A) contains a label value of "F7."
  - B) is at row F, column 7 of the worksheet.
  - C) is at row 7, column F of the worksheet.
  - D) is performing a function involving a variable called "F."
- 24) Which type of software is used to make a slide show?
- A) system software
  - B) presentation software
  - C) spreadsheet software
  - D) word-processing software

- 25) In a database, a table is a collection of related
- A) data.
  - B) worksheets.
  - C) records.
  - D) files.
- 26) Microsoft Works is an example of a(n)
- A) software suite.
  - B) personal information manager.
  - C) limited software edition.
  - D) integrated software application package.
- 27) An example of software that includes electronic checkbook registers and automatic bill payment tools is
- A) Microsoft Word.
  - B) Adobe Acrobat.
  - C) Intuit Quicken.
  - D) Microsoft Project.
- 28) Apple QuickTime and Microsoft Media Player are examples of \_\_\_\_\_ software.
- A) painting
  - B) Web page authoring
  - C) computer-aided design
  - D) digital video editing
- 29) Moodle and Blackboard are examples of
- A) utility software.
  - B) educational software.
  - C) course management software.
  - D) gaming software.
- 30) QuarkXPress and Adobe InDesign are examples of \_\_\_\_\_ software.
- A) image-editing
  - B) word-processing
  - C) desktop-publishing
  - D) video-editing
- 31) Which type of software helps managers keep scheduling charts?
- A) business accounting software
  - B) project management software
  - C) customer relationship software
  - D) enterprise resource planning software
- 32) GPS software allows users to
- A) fine-tune an Internet connection.
  - B) locate restaurants, airports, and points of interest.
  - C) use PDAs to access e-mail.
  - D) guide satellites.



- 33) Software designed for a specific industry is known as \_\_\_\_\_ software.
- A) multimedia
  - B) vertical market
  - C) general business
  - D) project management
- 34) Web-based application software is software that:
- A) allows you to create Web pages.
  - B) is installed by the computer manufacturer.
  - C) is hosted on a Web site.
  - D) does NOT need an Internet connection
- 35) Software that is distributed for free with certain conditions is called
- A) beta version software.
  - B) Internet-based software.
  - C) freeware.
  - D) shareware.
- 36) When installing software, you must accept the \_\_\_\_\_ agreement before you can continue with the installation.
- A) add/remove programs
  - B) authorization
  - C) software license
  - D) download
- 37) Illegally copying an application onto another computer is called
- A) hacking.
  - B) file sharing.
  - C) phishing.
  - D) software piracy.
- 38) Which of the following is software that you can use for for an unlimited time at no charge?
- A) alpha version software
  - B) Internet-based software
  - C) freeware
  - D) Web-based application software
- 39) What is the most common type of compatibility that software manufacturers provide for new versions of their software?
- A) both backward and forward compatibility
  - B) backward compatibility but not forward compatibility
  - C) forward compatibility but not backward compatibility
  - D) neither backward nor forward compatibility
- 40) When available, the best way to remove an unwanted software application is to
- A) change the name of the program.
  - B) highlight and delete the program's desktop icon.
  - C) use the application's uninstall program.
  - D) locate the program's .exe file and delete it.

- 41) The \_\_\_\_\_ of the operating system is the features of the program that allow the user to communicate with the computer system.
- A) interface
  - B) windows
  - C) modem
  - D) network adapter card
- 42) Personal desktop computers use a \_\_\_\_\_ operating system.
- A) real-time
  - B) single-user, single-task
  - C) single-user, multitask
  - D) multiuser
- 43) Which of the following was the first widely used operating system installed in personal computers?
- A) Symbian OS
  - B) Microsoft Windows
  - C) Linux
  - D) MS-DOS
- 44) All of the following are multiuser operating systems EXCEPT
- A) UNIX.
  - B) Windows Server 2008.
  - C) Symbian OS.
  - D) Novell Netware.
- 45) Which of the following statements is TRUE?
- A) All computers require an operating system.
  - B) PDAs use real-time operating systems.
  - C) Palm OS is a multitask operating system.
  - D) Desktop computers use multiuser operating systems.
- 46) Which of the following statements about Apple Mac OS is TRUE?
- A) There are more software applications available for the Mac OS than for Windows-based PCs.
  - B) Mac OS was the first OS to use a graphical user interface.
  - C) Mac systems are less expensive than Windows-based PCs.
  - D) Mac OS can be used on Windows-based PCs.
- 47) Because the operating system coordinates the flow of information, your textbook describes the OS as a
- A) janitor.
  - B) maid.
  - C) traffic cop.
  - D) secretary.

- 48) Which of the following statements is FALSE?
- A) A GUI uses windows, which are rectangular boxes displayed on the screen.
  - B) Icons represent an object such as a software application, a file, or a folder.
  - C) A GUI uses menus, which are lists of commands that appear on the screen.
  - D) A GUI is a command-driven interface.
- 49) Which of the following is the first step in the boot process?
- A) The BIOS checks that all devices are in place.
  - B) The OS is loaded into RAM.
  - C) The BIOS is activated by powering on the CPU.
  - D) Configuration and customization settings are checked.
- 50) The basic input/output system is stored on a \_\_\_\_\_ chip.
- A) CPU
  - B) RAM
  - C) ROM
  - D) CMOS
- 51) During the virtual memory process, the operating system moves data to a temporary storage area on the hard drive called the \_\_\_\_\_ file.
- A) virtual
  - B) RAM
  - C) swap
  - D) memory
- 52) The \_\_\_\_\_ is the essential component of the operating system that remains in RAM when your computer is powered on.
- A) core
  - B) registry
  - C) kernel
  - D) system file
- 53) Arranging separate windows so they sit next to each other on the screen is called
- A) scrolling.
  - B) flipping.
  - C) cascading.
  - D) tiling.
- 54) The location of a file is specified by its:
- A) file path.
  - B) file trail.
  - C) file type.
  - D) file extension.
- 55) C:\Documents\Spring 2007\CIS 101\Term Paper\Computer Technology is an example of a
- A) file extension.
  - B) file trail.
  - C) file list.
  - D) file path.

- 56) Which of the following statements concerning the Windows Recycle Bin is TRUE?
- A) Files deleted from your flash drive reside in the Recycle Bin.
  - B) The Recycle Bin is a folder on the A drive.
  - C) Once a file is moved to the Recycle Bin, the file is automatically and permanently deleted.
  - D) You can restore files that have been moved to the Recycle Bin.
- 57) The most essential software in your computer system is the:
- A) security software.
  - B) antivirus software.
  - C) operating system software.
  - D) productivity software.
- 58) Which of the following helps maintain system resources such as the hard drive?
- A) utility programs
  - B) application software
  - C) productivity software
  - D) application programming interfaces
- 59) In Windows Vista, you can create \_\_\_\_\_ to reset your system in the case of a malfunction.
- A) restore points
  - B) a previously saved configuration
  - C) backup flash drives
  - D) back-up points
- 60) Which of the following is NOT a function of the operating system?
- A) It provides a user interface.
  - B) It manages the processor.
  - C) It provides a way for software applications to work with the CPU.
  - D) It manages the removal of spyware.
- 61) Each of the following is a computer subsystem EXCEPT the
- A) storage subsystem.
  - B) data subsystem.
  - C) CPU subsystem.
  - D) memory subsystem.
- 62) The CPU is connected to the system memory by the
- A) expansion card.
  - B) cache memory.
  - C) front side bus.
  - D) expansion hub.
- 63) The percentage of time your CPU is working is referred to as CPU
- A) throughput.
  - B) capacity.
  - C) usage.
  - D) latency.

- 64) CPU speed is measured in  
A) nanoseconds.  
B) hertz.  
C) megabytes.  
D) bits per second (bps).
- 65) When your computer is using virtual memory, the operating system builds a file called the page file on the  
A) CD-ROM.  
B) FSB.  
C) CPU.  
D) hard drive.
- 66) The amount of RAM that is actually on the memory modules in your computer is the \_\_\_\_\_ memory.  
A) virtual  
B) nonvolatile  
C) physical  
D) permanent
- 67) A computer system becomes memory bound when  
A) the FSB is too fast.  
B) the ALU becomes overloaded with data.  
C) there is not enough virtual memory.  
D) there is not enough RAM installed.
- 68) \_\_\_\_\_ are fast becoming the preferred means of portable storage.  
A) CDs  
B) DVDs  
C) floppy disks  
D) flash drives
- 69) Flash memory is a form of \_\_\_\_\_ storage.  
A) optical  
B) nonvolatile  
C) volatile  
D) temporary
- 70) When referring to hard drives, access time is measured in  
A) milliseconds.  
B) hertz.  
C) bps.  
D) kilobytes.
- 71) The number of bits the video card uses to represent each pixel on the monitor is called  
A) bit capacity.  
B) bit depth.  
C) transparency.  
D) binary volume.

- 72) All of the following can be connected to your computer through a port EXCEPT
- A) an external hard drive.
  - B) a scanner.
  - C) RAM.
  - D) a printer.
- 73) If you were to purchase a new computer today, you would probably NOT have a \_\_\_\_\_ port.
- A) FireWire
  - B) USB
  - C) Ethernet
  - D) parallel
- 74) If you are wondering if you need more RAM, you should evaluate your \_\_\_\_\_ subsystem.
- A) storage
  - B) CPU
  - C) memory
  - D) audio
- 75) To make sure your computer performs reliably, you can do all of the following EXCEPT
- A) clean out your Startup folder.
  - B) clear out unnecessary files.
  - C) run the Disk Defragmenter.
  - D) increase the front side bus speed.
- 76) All of the following are advantages of notebook computers EXCEPT:
- A) They are portable.
  - B) You get more speed for a lower price.
  - C) They take up little space.
  - D) Wireless Internet access is easy to install.
- 77) Which of the following activities is carried out by the ALU?
- A) movement of read/write heads
  - B) creation of virtual memory
  - C) coordination of all other computer components
  - D) completion of all arithmetic calculations
- 78) The control unit is one part of the
- A) RAM.
  - B) front side bus.
  - C) CPU.
  - D) clock.
- 79) A 3.8-GHz processor performs work at a rate of
- A) 3.8 bytes per second.
  - B) 3.8 million machine cycles per second.
  - C) 3.8 billion machine cycles per second.
  - D) 3.8 bits per second.



- 80) The amount of RAM recommended for most systems today is measured in
- A) KB.
  - B) GB.
  - C) gigahertz.
  - D) megahertz.
- 81) The concept of the Internet developed from
- A) the cold war crisis.
  - B) the need for electronic e-mail.
  - C) the desire to create portable music.
  - D) the need to digitize both audio and video.
- 82) The Internet was established to create a means by which all computers could communicate and to
- A) allow users to share files.
  - B) secure military communications.
  - C) allow electronic email.
  - D) bridge the digital divide.
- 83) You can keep track of IM contacts by using a
- A) buddy list.
  - B) people finder.
  - C) search engine.
  - D) breadcrumb trail.
- 84) RSS stands for
- A) Really Smart Simulations.
  - B) Real Simple Simulations.
  - C) Really Simple Syndication.
  - D) Real Time Syndications.
- 85) If you wanted to keep a written online journal, you would use
- A) a Weblog.
  - B) a podcast.
  - C) a listserv.
  - D) e-mail.
- 86) Webcasts differ from podcasts in that Webcasts
- A) are not updated automatically.
  - B) are updated automatically.
  - C) may be updated by users.
  - D) There is no difference.
- 87) All of the following use Web-based e-mail clients, meaning you can access the e-mail account from any computer, EXCEPT
- A) Yahoo!.
  - B) AOL.
  - C) Gmail.
  - D) Microsoft Outlook.



- 88) Adobe Reader, FlashPlayer, and QuickTimePlayer are all examples of special software programs called
- A) aggregators.
  - B) podders.
  - C) plug-ins.
  - D) browsers.
- 89) All of the following programs provide some control over spam EXCEPT
- A) MailWasher.
  - B) Spam Alarm.
  - C) VeriSign.
  - D) SpamButcher.
- 90) If you receive an e-mail asking for personal information, it may be part of a scam called
- A) spamming.
  - B) phishing.
  - C) trolling.
  - D) trolling.
- 91) The text version of an Internet address of a Web site is called the
- A) uniform resource locator (URL).
  - B) home page.
  - C) IP address.
  - D) protocol.
- 92) In the URL <http://www.prenhall.com>, the portion labeled .com is the
- A) domain name.
  - B) host.
  - C) top-level domain.
  - D) protocol.
- 93) Which of the following is NOT a protocol?
- A) HTTP
  - B) HTML
  - C) TCP/IP
  - D) FTP
- 94) Search engines have which three parts?
- A) a spider, an indexer, and search engine software
  - B) a spider, a Webcrawler, and search engine software
  - C) a Webcrawler, an algorithm, and search engine software
  - D) a formulator, an algorithm, and search engine software
- 95) Which of the following is NOT a type of broadband Internet connection?
- A) cable
  - B) DSL
  - C) dial-up
  - D) satellite

- 96) The advantage of a dial-up Internet connection is
- A) high speed.
  - B) low cost.
  - C) there is no need for a modem.
  - D) wireless capabilities.
- 97) The Internet2 is a project
- A) to expand URLs.
  - B) to develop new Internet technologies.
  - C) to improve podcasts.
  - D) to protect Internet users.
- 98) The primary use of the Internet is for
- A) communication.
  - B) downloading music.
  - C) searching.
  - D) watching videos.
- 99) All of the following are ways to communicate on the Internet EXCEPT
- A) instant messaging.
  - B) e-mail.
  - C) hyperlinks.
  - D) chat rooms.
- 100) Podcasts enable you to
- A) broadcast over the Internet using compressed audio files such as MP3s.
  - B) post journal entries on the Web.
  - C) communicate with friends in real time.
  - D) edit video files over the Web.

- 101) When you start the Excel program, a new blank \_\_\_\_\_ displays.
- A.workbook
  - B.document
  - C.database
  - D.presentation
- 102) All formulas begin with the \_\_\_\_\_ sign.
- A.+ (plus)
  - B.- (minus)
  - C.= (equal)
  - D.\* (asterisk)
- 103) Bold, Italic, and Underline are \_\_\_\_\_, which means that you can click the button one time to turn the formatting on and click it again to turn it off.
- A.toggle buttons
  - B.contextual tools
  - C.function keys
  - D.shortcut menus
- 104) A(n) \_\_\_\_\_ chart is useful for illustrating comparisons among related numbers.
- A.pie
  - B.line
  - C.area
  - D.column
- 105) Symbols used to specify the calculations to be performed in a formula are called:
- A.operators.
  - B.functions.
  - C.addends.
  - D.values.
- 106) To make a cell reference absolute, \_\_\_\_\_ are inserted into the cell reference.
- A.exclamation marks
  - B.parenthesis
  - C.brackets
  - D.dollar signs
- 107) \_\_\_\_\_ charts show the relationship of each part of data in reference to the whole.
- A.Area
  - B.Column
  - C.Line
  - D.Pie
- 108) Press \_\_\_\_\_ to access Microsoft Office Help.
- A.[F1]
  - B.[F4]
  - C.[F10]
  - D.[F12]

- 109) A(n) \_\_\_\_\_ displays trends over time.
- A.column chart
  - B.line chart
  - C.pie chart
  - D.area chart
- 110) A(n) \_\_\_\_\_ is a formula that Excel has built in to perform calculations.
- A.value
  - B.function
  - C.formula
  - D.calculation
- 111) In an Access table, each column contains a category of data called a(n):
- A.record.
  - B.view.
  - C.field.
  - D.object.
- 112) The characteristic that defines the kind of data that can be entered into a field, such as numbers, text, or dates is the:
- A.field type.
  - B.data type.
  - C.item.
  - D.text type.
- 113) The Design view screen is used to define:
- A.table names and tab types.
  - B.ID names and table types.
  - C.field names and data types.
  - D.record names and data types.
- 114) The data type for a telephone number field is:
- A.Memo.
  - B.AutoNumber.
  - C.Number.
  - D.Text.
- 115) DBMS is an acronym for:
- A.databook manager system.
  - B.database management system.
  - C.databank management system.
  - D.database manager system.

- 116) The Access view that displays the table data in columns and rows is called:
- A.Datasheet view.
  - B.Data view.
  - C.Database view.
  - D.Data object view.
- 117) The field that uniquely identifies a record in a table is called a:
- A.private key.
  - B.primary key.
  - C.field key.
  - D.personal key.
- 118) The data type of an item price, such as \$10.50 is :
- A.AutoNumber.
  - B.Number.
  - C.Text.
  - D.Currency.
- 119) Common fields can be defined as fields that contain the same:
- A.data in more than one table.
  - B.primary key.
  - C.foreign key.
  - D.aggregate functions.
- 120) To create a relationship between two tables, the two connected fields must have the same:
- A.data type and field name.
  - B.field name and table name.
  - C.field name and primary key.
  - D.data type and field size.

## BLANK (answers)

- 1 C
- 2 B
- 3 D
- 4 C      Kilobyte (1000), bit (8 bytes)
- 5 A
- 6 C
- 7 A
- 8 A
- 9 B
- 10 D
- 11 C
- 12 B
- 13 C
- 14 A
- 15 A
- 16 B      (or HDMI)
- 17 D
- 18 B
- 19 A
- 20 D
- 21 C
- 22 D
- 23 C      (except rows and cols)
- 24 B
- 25 C
- 26 D
- 27 C
- 28 D
- 29 C
- 30 C      (Microsoft Publisher)
- 31 B
- 32 B

33. B
34. C
35. D
36. C
37. D
38. C
39. B
40. C
41. A
42. C
43. D
44. C
45. A
46. B
47. C
48. D
49. C
50. C
51. C
52. C
53. D
54. A
55. D
56. D
57. C
58. A
59. A
60. D
61. B
62. B
63. C
64. B
65. D
66. C
67. C

(vertical - same sector of industry)

(beta - first version released on market to see what you wanna change)

(They invented Windows)

(Graphical User Interface)

(ROM - nonvolatile)

(cascading - one on top of the other)

(disc defragmenter can clean up your hard drive)

latency (how LONG it takes before executing tasks)

68. D
69. A
70. A
71. B
72. C
73. D
74. C
75. D
76. B
77. D
78. C
79. C
80. B
81. A
82. B
83. A
84. C
85. A
86. A
87. D
88. C
89. C
90. B
91. A
92. C
93. B
94. A
95. C
96. B

Arithmetic Logic Unit

(giga means billion)  
(gigabytes)

(Podcasts are update automatically)

.edu, .com

HTML is a language

97. B
98. A
99. C
100. A
101. A
102. C
103. A
104. D
105. A
106. D
107. D
108. A
109. B
110. B
111. C
112. B
113. C
114. C
115. B
116. A
117. B
118. D
119. A
120. D

(toggle allows you to turn on/off)

(F12 Save)

(row = record  
column = field)

(Auto # constantly adds and)

(primary key ID #)



Concordia University  
John Molson School of Business

DESC200: Final Exam: FALL 2007 – Dec. 6 – 19:00-22:00  
Fundamentals of Information Technology  
& Business Productivity  
Prof. Raafat Saadé

Notes

- ANSWER ALL QUESTIONS ON THE MULTIPLE CHOICE ANSWER SHEET PROVIDED
- ENSURE THAT YOU HAVE YOUR NAME AND ID NUMBER COMPLETED
- QUESTIONS ARE NOT ALLOWED. Answer all questions to the best of your knowledge. State the assumptions you are making if you feel necessary.
- ELECTRONIC DICTIONARIES NOT ALLOWED. ONLY *BILINGUAL* PAPER DICTIONARIES ARE ALLOWED.

1. Microsoft Outlook is an example of:

- A) Graphics software.
- ✓ B) PIM software.
- C) Presentation software.
- ✓ D) Web browsing software.

2. A computer virus is:

- ✓ A) Software written with malicious intent to cause annoyance or damage.
- B) A process of scrambling a message so that it cannot be read until it is unscrambled again.
- C) A small device that scans the number off credit cards.
- D) An ID-checking tool to monitor who is logged onto a network.

3. A Web page is an HTML document visually displayed in a:

- A) Web space.
- ✓ B) Web browser.
- C) FTP program.
- D) FTP browser.

4. With spreadsheet software you enter numbers into:

- A) Tuples.
- ✓ B) Cells.
- C) Tables.
- D) Fields.

5. It is recommended that you update your anti-virus software:

- A) On a daily basis.
- ✓ B) On a weekly basis.
- C) On a monthly basis.
- D) On a yearly basis.

6. To change the texture of your background to red tiles contained in the file redtiles.jpg, you would use the following tag:

- A) <background texture="redtiles.jpg">.
- B) <background="redtiles.jpg">.
- ✓ C) <body background="redtiles.jpg">.
- D) <body bkground="redtiles.jpg">.

7. You connect up to 127 devices on one of these types of ports:

- A) Serial.
- B) Parallel.
- C) Bus.
- ☒ D) USB.

8. This is a digital representation of sounds, in which samples of a sound are captured at periodic intervals and stored as unique sequences of 0s and 1s:

- A) Raster audio.
- ☒ B) Waveform audio.
- C) Bitmap audio.
- D) Vector audio.

*Game 5*

9. Shareware software is:

- A) Software that you can copy, distribute, and modify without obtaining permission.
- ☒ B) Software that comes packaged with stringent licensing agreements.
- C) Software you must purchase from a public stock listing.
- ☒ D) Software that you can "test drive" or "try" before you buy it.

10. Which one of the following would not permanently delete and remove a file from your hard disk?

- A) McAfee Office Pro.
- ☒ B) Microsoft XP Pro.
- C) Ontrack SystemSuite.
- ☒ D) Norton SystemWorks Pro.

*all have permanent delete*

*XP only one that marks area on HD for "available use," not permanently erased*

11. The smallest unit of information used by a computer is a:

- ☒ A) Bit.
- ☒ B) Byte.
- C) Character.
- D) Symbol.

12. An expression for how much data can be sent through a communications channel in a given amount of time is referred to as \_\_\_\_.

- A) connectivity
- B) dial-up
- ☒ C) bandwidth
- D) download

13. of the following is NOT an advantage of DSL?

- A) fast download
- B) connection always on
- C) consistent transmission rate
- ☒ D) universal availability

14. ISP stands for \_\_\_\_

- A) Internet select provider
- ☒ B) Internet service provider
- C) Internet serial provider
- D) Internet service pusher

15. A(n) \_\_\_\_\_ enables many people to simultaneously use the resources of a central computer such as a mainframe.

- A) personal operating system
- B) multi-user operating system
- ☒ C) network operating system
- D) object-oriented operating system

16. The .gov, .com, .net and .edu extensions are examples of \_\_\_\_.

- A) emoticons
- B) FAQs
- ☒ C) top-level domains
- D) URLs

17. This feature allows information to move in and out of a computer:

- A) Video card.
- B) Ethernet card.
- C) Modem.
- ☒ D) Port.

18. The most widely used standard for converting human communication symbols into binary code is:

- ☒ A) Unicode.
- ☒ B) EBCDIC.
- ☒ C) ASCII.
- D) Decode.

19. To create the smallest heading, you use:

- ☒ A) <h6>.
- ☒ B) <hsmall>.
- C) <h1>.
- D) <smallh>.

20. PIM software is the primary software used on:

- A) Mainframe computers.
- B) Laptop computers.
- C) Minicomputers.
- ☒ D) Personal digital assistants.

21. To create the largest heading, you use:

- A) <h6>.
- ☒ B) <hlarge>.
- ☒ C) <h1>.
- D) <largeh>.

22. A(n) \_\_\_\_\_ is an HTML document visually displayed in a Web browser.

- ☒ A) Web page.
- B) Web space.
- C) downloadable file.
- D) ftp file.

23. A(n) \_\_\_\_\_ connects a device, like a keyboard, to the system unit.

- A) bus
- ☒ B) port
- C) TFT
- D) AGP

24. This utility software can be used to protect your files and folders as well as enable you to send secure e-mail messages:

- A) Internet Explorer.
- B) Netscape Communicator.
- ☒ C) Artisoft's FileAssurity.
- D) Linux.

25. With \_\_\_\_\_, you can add devices to your computer and the operating system will find and install the drivers automatically:

- A) user friendly
- ☒ B) plug and play
- C) get up and go
- D) hot swap

26. The word processor feature that automatically continues text on the next line when the user reaches the right margin is called \_\_\_\_\_.

- A) scrolling
- ☒ B) word wrap
- C) rolling
- D) shifting

27. To insert an image into your Web page, you include the following tag:

- A) <image source>.
- ☒ B) <img src>.
- C) <image>.
- D) <image scr>.

28. Bluetooth devices use this technology to send and receive information:

- ☒ A) Radio waves.
- B) Infrared light.
- C) Analog signals.
- D) Twisted pair wiring.

29. A preformatted document that provides basic tools for shaping a final document is a \_\_\_\_\_.

- ☒ A) template
- B) default
- C) wizard
- D) layout.

30. FAT is an acronym for:

- A) File access table.
- ☒ B) File allocation table.
- C) File adjustment table.
- D) File administration table.

31. The user controllable display screen that allows the user to communicate with the computer is the \_\_\_\_.

- A) window
- B) frame
- C) desktop
- ☒ D) user interface

32. A type of memory on the CPU where instructions called up by the CPU wait until the CPU is ready to use them is called:

- A) Virtual memory.
- ☒ B) RAM cache.
- C) Processor cache.
- ☒ D) CPU cache.

33. Small pictures that are used with GUIs to represent programs, data files, or procedures are \_\_\_\_.

- ☒ A) icons
- B) menus
- C) desktops
- D) frames

34. To underline and italicize the word "hello" on your Web page, you would write the following:

- A) `<underline><italic>hello</italic></underline>`.
- B) `<u><italic>hello</italic></u>`.
- C) `<u><italicize>hello</italicize></u>`.
- ☒ D) `<em><u>hello</u></em>`.

35. Menus and icons representing frequently used options are displayed across the top of a window in an area known as a \_\_\_\_.

- A) taskbar
- ☒ B) toolbar
- C) title bar
- ~~D) desktop~~

36. A software version tells you:

- ~~A) Which coding scheme was used in designing the software.~~
- ~~B) Which programming language was used to build the software.~~
- ☒ C) Which iteration of the software you are using.
- D) Which programming generation was used to build the software.

37. Hypertext markup language (HTML) is the basic language used to create:

- ~~A) Word processing documents.~~
- ~~B) Downloadable Excel files.~~
- ☒ C) Web pages.
- D) Shopping carts.

38. The number of dots in a row times the number of dots in a column is expressed as:

- A) Yetapixels.
- B) Zetapixels.
- C) Yotapixel.
- ☒ D) Megapixels.



39. To create a numbered list on your Web page, you would:

- ☒ A) Start the list with the <ol> tag.
- ☐ B) Start the list with the <nl> tag.
- ☐ C) Start the list with the <number> tag.
- ☐ D) Start the list with the <li> tag.

40. This determines how small you want to compress a file to be:

- ☐ A) Shrink rate.
- ☒ B) Compression ratio.
- ☐ C) Access speed.
- ☐ D) Zip speed.

41. Small Java programs that can be quickly downloaded and run by most browsers are called \_\_\_\_.

- ☐ a. cookies
- ☒ b. applets
- ☐ c. active X
- ☐ d. hypertext

42. The rapid sequencing of still images to create the appearance of motion is called \_\_\_\_.

- ☒ a. animation
- ☐ b. hyperlink
- ☐ c. script
- ☐ d. applet

43. The technology in which software automatically downloads information to your computer is called \_\_\_\_.

- ☐ a. pull technology
- ☐ b. download
- ☒ c. push technology
- ☐ d. upload

44. The technology in which customized text, audio, and video are sent automatically to the user on a regular basis is called \_\_\_\_.

- ☒ a. webcasting
- ☐ b. broadcasting
- ☐ c. surfing
- ☐ d. streaming

45. Which of the following is NOT a software application used to design web pages?

- ☒ a. Microsoft FrontPage
- ☒ b. Macromedia Dreamweaver
- ☐ c. SQL Server
- ☒ d. HTML

46. The name given to online education programs is \_\_\_\_.

- ☐ a. telnet
- ☒ c. distance learning
- ☒ b. newsgroups
- ☒ d. online matchmaking

47. To access a newsgroup, a(n) \_\_\_\_ program is needed.

- ☒ a. browser
- ☐ b. applet
- ☒ c. newsreader
- ☐ d. chat

48. Which of the following memory chips are used to store fixed start-up instructions?

- ☒ a. RAM
- ☒ b. ROM
- ☒ c. CMOS
- ☒ d. Flash

49. Which of the following cards is also known as upgrade board?

- ☐ a. cache
- ☒ b. accelerator
- ☒ c. coprocessor
- ☒ d. emulator

50. Trading, banking, and e-money can be classified as \_\_\_\_.

- ☒ a. online finance
- ☐ b. online job-hunting
- ☐ c. online matchmaking
- ☐ d. online auctioning

51. What is software that is offered for sale called?

- ☐ a. shareware
- ☒ c. commercial software
- ☒ b. rentalware
- ☒ d. public-domain software

52. The exclusive legal right that prohibits copying of intellectual property without appropriate permission is \_\_\_\_.
- public-domain
  - groupware
  - software license
  - ☒ copyright
53. A major upgrade in a software product is called a(n) \_\_\_\_.
- ~~appendix~~
  - ~~revision~~
  - ☒ release
  - version
54. A minor upgrade in a software product is called a(n) \_\_\_\_.
- appendix
  - revision
  - release
  - ☒ version
55. Software that has been obtained illegally is called \_\_\_\_.
- public-domain software
  - ☒ pirated software
  - freeware
  - shareware
56. A named collection of data or a program that exists in a computer's secondary storage is called a \_\_\_\_.
- ~~tutorial~~
  - ☒ documentation
  - ~~software~~
  - file
57. Document files such as reports, letter, memos and term papers are created by \_\_\_\_ programs.
- spreadsheet
  - database management
  - ☒ word processing
  - documentation
58. Electronic spreadsheets are used to create \_\_\_\_ files, which usually are collections of numerical data such as budgets or schedules.
- document
  - ☒ worksheet
  - database
  - documentation
59. Which of the following is NOT distributed free of charge?
- public domain software
  - rentalware
  - freeware
  - ☒ Shareware
60. Which of the following is NOT an example of flash memory?
- ~~CompactFlash~~
  - ~~iPod~~
  - ☒ SmartMedia
  - Mushkin
61. Random access memory is.
- ~~Primary storage~~
  - ☒ Secondary storage
  - ~~Backup storage~~
  - None of the above
62. An integrated system of all the computers in the world is the \_\_\_\_.
- ☒ Internet
  - Networked environment
  - solid state computing
  - Wireless information infrastructure
63. A small, flat surface used mostly on laptop computers over which users slide their finger to move the cursor is called a \_\_\_\_.
- trackball
  - pointing stick
  - ☒ touchpad
  - mouse
64. Which technology connects you to the Internet?
- wireless
  - Cable
  - networking
  - ☒ Modem



65. Which device converts images and sends them to the same kind of device over a telephone line?
- a. printer
  - b. scanner
  - c. mouse
  - ☒ d. fax
66. A byte represents \_\_\_\_.
- ☒ a. one character
  - b. eight characters
  - c. a string
  - d. binary large object
67. A byte is made up of \_\_\_\_ bits.
- a. two
  - b. four
  - c. six
  - ☒ d. eight
68. Which of the following disks can be rewritten many times?
- a. CDROM
  - b. CD-R
  - ☒ c. CD-RW
  - d. DVD-ROM
69. In which of the following applications can smart cards NOT be used?
- ☒ a. telephone debit
  - b. backing up data
  - c. building entrance
  - d. bridge toll
70. Data is represented by magnetized or non-magnetized spots on a \_\_\_\_.
- a. tape cartridge
  - b. magnetic tape
  - c. smart card
  - ☒ d. optical card
71. What are devices that translate data into a form the computer can process called?
- ☒ a. Input hardware
  - b. Output hardware
  - ~~c. Printer~~
  - d. Storage hardware
72. Devices that translate information processed by the computer into a form that humans can understand are called \_\_\_\_.
- a. Input hardware
  - ☒ b. Output hardware
  - c. Storage hardware
  - d. keyboards
73. Data entered into a computer for processing is called \_\_\_\_.
- a. hard copy
  - b. output hardware
  - ☒ c. input
  - d. output
74. Data entered into a computer using a keyboard is called \_\_\_\_.
- a. output
  - b. register
  - c. printing
  - ☒ d. input
75. Results of processing are referred to as \_\_\_\_.
- ☒ a. output
  - b. input
  - c. input data
  - d. commands
76. Which of the following is NOT an input device?
- a. light pen
  - b. webcam
  - c. scanner
  - ☒ d. monitor
77. Which of the following is NOT an output device?
- a. monitor
  - b. printer
  - ☒ c. scanner
  - d. speakers
78. Which of the following is NOT an example of device that has both input and output capabilities?
- a. ATM
  - b. scanner-printer
  - c. touch-screen monitor
  - ☒ d. digital camera

79. Which of the following terminals is not capable of processing data?  
 a. dumb terminal ☒ b. intelligent terminal ☒ c. Internet terminal ☐ d. network computer
80. Which of the following pointing devices are used most often on microcomputers?  
 a. touchpad ☐ b. mouse ☒ c. keyboard ☐ d. joy stick ☐
81. Water- or air-cooled computers that cost 5000 dollars to 5 million dollars and vary in size from small to medium to large depending on their use are called \_\_\_\_\_.  
 a. workstations ☐ b. microcomputers ☐ c. personal computers ☐ d. mainframe computers ☒
82. A central computer that holds collections of data and programs for connecting PCs, workstations, and other devices is called a \_\_\_\_\_.  
 a. client ☐ b. master ☐ c. slave ☐ d. server ☒
83. The combination of several industries (computers, communication, consumer electronics, entertainment, and mass media) through various devices that exchange data in the format used by computers is \_\_\_\_\_.  
 a. portability ☐ b. connectivity ☒ c. convergence ☐ d. personalization ☐
84. When copyrighted software is distributed free of charge but requires users to make a monetary contribution to continue using, that software is \_\_\_\_\_.  
 a. rentalware ☐ b. shareware ☒ c. public-domain software ☐ d. groupware ☐
85. When users utilize an instruction book or program that takes them through a prescribed series of steps to learn a complex program they are using \_\_\_\_\_.  
 a. documentation ☐ b. a tutorial ☒ c. productivity software ☐ d. groupware ☐
86. Which of the following is NOT a type of menu?  
 a. drop down ☒ b. fly out ☐ c. push up ☐ d. pop up ☒
87. An integrated circuit embodies what is called \_\_\_\_\_ technology.  
 a. Internet ☐ b. network ☐ c. solid state ☒ d. wireless ☐
88. A 200 MHz-processor executes 200 \_\_\_\_\_ clock cycles per second.  
 a. million ☒ b. billion ☐ c. trillion ☐ d. quadrillion ☐
89. Which of the following ports transmit data to up to 127 devices in a daisy chain?  
 a. serial ☐ b. parallel ☐ c. USB ☒ d. SCSI ☐
90. Which of the following is NOT a secondary storage device?  
 a. floppy disk ☐ b. hard disk ☒ c. ROM ☐ d. Flash memory card ☐

91. What is the pointing device normally found on the keyboard of laptop computers that looks like a pencil eraser called?

- a. trackball
- b. touchpad
- c. touch screen
- ☒ d. pointing stick

92. Which device uses a light-sensitive processor chip to capture photographic images in digital form on a diskette or on flash memory?

- a. webcam
- ☒ b. digital camera
- c. scanner
- d. video card

93. What is the amount of information that is stored in a dot and expressed in bits called?

- a. resolution
- b. clarity rate
- ☒ c. dot pitch
- d. color depth

94. What is a non-impact printer that creates characters and images with dots by using a drum and toner called?

- ☒ a. laser
- b. ink-jet
- c. bubble-jet
- d. dot-matrix

95. Megabits per second are \_\_\_\_.

- ☒ a. 1 million bits per second
- b. 10,000 bits per second
- c. 1,000 bits per second
- d. 100 bits per second

96. The Internet connection that uses regular phone lines to transmit data in megabits per second is \_\_\_\_.

- a. T1 line
- b. cable modem
- ☒ c. DSL line
- d. communications satellite

97. An automatic email mailing list of people who regularly participate in discussion topics are called \_\_\_\_.

- a. attachments
- b. instant messaging
- ☒ c. listserv
- d. spam

98. A document on the World Wide Web that can include text, pictures, sound, and video is called a \_\_\_\_.

- ☒ a. web page
- b. website
- c. URL
- d. HTTP

99. The communications rules or protocols that allow browsers to connect with web servers is \_\_\_\_.

- a. HTTP
- ☒ b. HTML
- c. Java
- d. URL

100. Little circles located in front of various options, which can be selected with the mouse, are called \_\_\_\_.

- ☒ a. hyperlinks
- b. radio buttons
- c. text boxes
- d. web portals