

***Technology In Action, Complete, 11e* (Evans et al.)**  
**Chapter 1 Using Technology to Change the World**

1) \_\_\_\_\_ tools gather information from sources such as e-mails, text messages, and tweets and make the information instantly and publicly available for use in emergencies.

- A) Social networking
- B) Crowdsourcing
- C) Crisis-mapping
- D) Affective computing

Answer: C

Diff: 2

Section Ref: Political Issues

2) \_\_\_\_\_ tools enable groups of people to connect and exchange ideas.

- A) Affective computing
- B) Social networking
- C) Debugging
- D) Computer forensics

Answer: B

Diff: 2

Section Ref: Political Issues

3) The gap between those who have easy access to the Internet and technology those who do not is known as the \_\_\_\_\_ divide.

- A) web
- B) Internet
- C) digital
- D) technology

Answer: C

Diff: 1

Section Ref: Other Global Issues

4) All of the following factors lead to greater motivation EXCEPT \_\_\_\_\_.

- A) consumption
- B) purpose
- C) autonomy
- D) mastery

Answer: A

Diff: 3

Section Ref: Technology Impacts How We Think

5) \_\_\_\_\_ results when leisure time and tools allow us to engage in creative acts.

- A) Crowdsourcing
- B) Social networking
- C) Cognitive surplus
- D) Affective computing

Answer: C

Diff: 2

Section Ref: Technology Impacts How We Think

6) Mastery is defined as \_\_\_\_\_.

- A) combining leisure time with the tools to be creative
- B) feeling confident and excited about learning new skills
- C) working without continual direction and control
- D) working for something larger

Answer: B

Diff: 2

Section Ref: Technology Impacts How We Think

7) Autonomy is defined as \_\_\_\_\_.

- A) working for something larger
- B) feeling confident and excited about learning new skills
- C) working without continual direction and control
- D) repressing motivated behavior

Answer: C

Diff: 2

Section Ref: Technology Impacts How We Think

8) Using the Internet to get small donations from many people to start a business is called \_\_\_\_\_.

- A) kickstarting
- B) crowdfunding
- C) crowdsourcing
- D) collaborating

Answer: B

Diff: 2

Section Ref: Technology Impacts How We Connect

9) QR stands for \_\_\_\_\_.

- A) quick retention
- B) quick response
- C) quality response
- D) quality retention

Answer: B

Diff: 3

Section Ref: Technology Impacts How We Consume

10) \_\_\_\_\_ solicits online input from consumers.

- A) A quick response code
- B) Computer forensics
- C) Crowdsourcing
- D) Crowdfunding

Answer: C

Diff: 2

Section Ref: Technology Impacts How We Consume

11) Sharing products rather than owning them individually is known as \_\_\_\_\_.

- A) collaborative consumption
- B) crowdfunding
- C) crowdsourcing
- D) social networking

Answer: A

Diff: 2

Section Ref: Technology Impacts How We Consume

12) A popular Voice over Internet Protocol (VoIP) service is \_\_\_\_\_.

- A) Tablet
- B) Skype
- C) Social Network
- D) Mobile bridge

Answer: B

Diff: 2

Section Ref: Try This: Skyping Around the World

13) The term computer \_\_\_\_\_ is used to describe someone who is familiar enough with computers to understand their capabilities and limitations.

- A) master
- B) webmaster
- C) literate
- D) hawker

Answer: C

Diff: 1

Section Ref: Technology at Home

14) \_\_\_\_\_ refers to the commands that instruct a computer what to do.

- A) Software
- B) Hardware
- C) Spam
- D) Data mining

Answer: A

Diff: 1

Section Ref: Technology at Home

15) Unwanted or junk e-mail is called \_\_\_\_\_.

- A) spam
- B) spyware
- C) adware
- D) malware

Answer: A

Diff: 1

Section Ref: Technology at Home

16) All of the following are examples of being computer literate, EXCEPT \_\_\_\_\_.

- A) knowing how to avoid hackers and viruses
- B) knowing how to diagnose and fix hardware and software problems
- C) knowing how to use the web efficiently
- D) knowing only how to use your computer for e-mails

Answer: D

Diff: 3

Section Ref: Technology at Home

17) \_\_\_\_\_ is a field of study focused on handling and automatic retrieval of information.

- A) Computer forensics
- B) Crisis mapping
- C) RFID
- D) Information technology

Answer: D

Diff: 2

Section Ref: Technology and Your Career

18) The process of searching huge amounts of data seeking a pattern is called data \_\_\_\_\_.

- A) data mining
- B) searching
- C) warehousing
- D) diving

Answer: A

Diff: 3

Section Ref: Retail: Working in a Data Mine

19) Which of the following is an example of the results of data mining?

- A) An Excel spreadsheet listing all employees and their annual salaries in a random order
- B) Netflix providing you with a list of videos you might enjoy
- C) Raw data from questionnaires given at the mall
- D) A printout of all sales taken from the register at the end of the day

Answer: B

Diff: 3

Section Ref: Retail: Working in a Data Mine

20) Which of the following software can best be used to help create digital art?

- A) Microsoft PowerPoint
- B) Microsoft Word
- C) Adobe Acrobat
- D) Corel Painter

Answer: D

Diff: 2

Section Ref: Arts: Ink, Paints, and a Laptop?

21) Faculty at universities often use course management software such as \_\_\_\_\_ so that students can communicate outside of class and have easy access to class materials.

- A) Blackboard
- B) iCloud
- C) LinkedIn
- D) Whiteboard

Answer: A

Diff: 2

Section Ref: Education: Teaching and Learning

22) The goal of \_\_\_\_\_ research is to provide technological solutions to physical and health-related problems.

- A) crisis-mapping
- B) computer forensics
- C) biomedical
- D) RFID

Answer: C

Diff: 2

Section Ref: Medicine: The Chip Within

23) One potential application of \_\_\_\_\_ is to provide sight to the blind.

- A) RFID tags
- B) patient simulators
- C) biomedical chip implants
- D) Bluetooth technology

Answer: C

Diff: 2

Section Ref: Medicine: The Chip Within

24) A group of researchers at the MIT Media Lab have developed a system to help improve social skills for people who have \_\_\_\_\_.

- A) paralysis
- B) depression
- C) autism
- D) brain damage

Answer: C

Diff: 3

Section Ref: Psychology: Computerized Coach

25) Analyzing computer systems to gather potential legal evidence is computer \_\_\_\_\_.

- A) detectives
- B) forensics
- C) analysis
- D) enforcement

Answer: B

Diff: 2

Section Ref: Law Enforcement: Put Down That Mouse--You're Under Arrest!

26) \_\_\_\_\_ is our normal sense of the world around us enhanced with digital information.

- A) Cognitive surplus
- B) Web 2.0
- C) Augmented reality
- D) Affective computing

Answer: C

Diff: 2

Section Ref: Dig Deeper: Making Reality Even More Real

27) Affective computing \_\_\_\_\_.

- A) performs calculations faster than humans
- B) recognizes human fingerprints
- C) speaks human language
- D) recognizes and simulates human emotion

Answer: D

Diff: 2

Section Ref: Psychology: Computerized Coach

28) The gap in Internet and technical tools access around the world is known as the \_\_\_\_\_.

Answer: digital divide

Diff: 1

Section Ref: Other Global Issues

29) Ushahidi is a \_\_\_\_\_ tool that makes information instantly available to anyone in the world.

Answer: crisis-mapping

Diff: 3

Section Ref: Political Issues

30) The \_\_\_\_\_ hopes to stop human rights abuses throughout the world.

Answer: Witness Project

Diff: 3

Section Ref: Other Global Issues

31) The \_\_\_\_\_ Initiative is rallying the support of the world to identify mathematical genius.

Answer: Next Einstein

Diff: 3

Section Ref: Other Global Issues

32) New York City's program that fosters the sharing of bicycles is an example of \_\_\_\_\_.

Answer: collaborative consumption

Diff: 3

Section Ref: Technology Impacts How We Consume

33) \_\_\_\_\_ is the use of apps to obtain opinions on products from other people.

Answer: Crowdsourcing

Diff: 2

Section Ref: Technology Impacts How We Consume

34) \_\_\_\_\_ asks for small donations from a large number of people.

Answer: Crowdfunding

Diff: 2

Section Ref: Technology Impacts How We Connect

35) The world's population combined has an estimated \_\_\_\_\_ hours a year of free time.

Answer: one trillion

Diff: 3

Section Ref: Technology Impacts How We Think

36) Scanning a product's \_\_\_\_\_ code with a smartphone can take you to a website, a video, or a Facebook page for more information about the product.

Answer: QR, quick response

Diff: 2

Section Ref: Technology Impacts How We Consume

37) The \_\_\_\_\_ is an organization of musicians performing together from different locations all over the globe.

Answer: Virtual Choir

Diff: 3

Section Ref: Technology Impacts How We Connect

38) \_\_\_\_\_ is a popular service that allows free phone calls over the Internet.

Answer: Skype

Diff: 1

Section Ref: Try This: Skyping Around the World

39) The term \_\_\_\_\_ literate means being familiar enough with computers to understand their capabilities and limitations and knowing how to use them.

Answer: computer

Diff: 1

Section Ref: Technology at Home

40) \_\_\_\_\_ programs contain the instructions that tell a computer what to do.

Answer: Software

Diff: 1

Section Ref: Technology at Home

41) Electronic junk mail is known as \_\_\_\_\_.

Answer: spam

Diff: 1

Section Ref: Technology at Home

42) \_\_\_\_\_ can determine which products are selling on a given day and in a specific location.

Answer: Data mining

Diff: 2

Section Ref: Retail: Working in a Data Mine

43) Using register terminals to determine consumer buying patterns is an example of \_\_\_\_\_.

Answer: data mining

Diff: 2

Section Ref: Retail: Working in a Data Mine

44) Using software such as Adobe Illustrator, Adobe Photoshop, and Corel Painter allows artists to create \_\_\_\_\_ art.

Answer: digital

Diff: 2

Section Ref: Arts: Ink, Paints, and a Laptop?

45) \_\_\_\_\_ applies computer systems and techniques to gather legal evidence.

Answer: Computer forensics

Diff: 2

Section Ref: Law Enforcement: Put Down That Mouse—You're Under Arrest!

46) \_\_\_\_\_ computing relates to recognizing and simulating human emotions.

Answer: Affective

Diff: 2

Section Ref: Psychology: Computerized Coach

47) On a(n) \_\_\_\_\_ website, you can play a game called Moonbase Alpha that simulates life on a space settlement.

Answer: NASA

Diff: 3

Section Ref: Education: Teaching and Learning

48) An investment analyst started a nonprofit technological tool for education called the \_\_\_\_\_.

Answer: Khan Academy

Diff: 3

Section Ref: Education: Teaching and Learning

49) \_\_\_\_\_ is a wearable tool consisting of a camera, a projector, and a glass prism that communicates with the Internet wirelessly through your smartphone.

Answer: Google Glass

Diff: 2

Section Ref: Dig Deeper: Making Reality Even More Real

50) The \_\_\_\_\_ is a collaboration of several museums that allows online visitors to explore over a thousand pieces of art.

Answer: Google Art Project

Diff: 3

Section Ref: Education: Teaching and Learning

51) \_\_\_\_\_ is a personal identification chip that is about the size of a grain of rice and implanted under the skin.

Answer: VeriMed

Diff: 3

Section Ref: Medicine: The Chip Within

52) Autonomy is the feeling of confidence and excitement from seeing your own skills progress.

Answer: FALSE

Diff: 2

Section Ref: Technology Impacts How We Think

53) Purpose is the simple understanding that you are working for something larger than yourself.

Answer: TRUE

Diff: 2

Section Ref: Technology Impacts How We Think

54) Cognitive surplus is the combination of leisure time and creativity tools.

Answer: TRUE

Diff: 2

Section Ref: Technology Impacts How We Think

55) Zipcar is an example of ownership.

Answer: FALSE

Diff: 1

Section Ref: Technology and Our Society

56) Crowdfunding is asking for large donations from a few people.

Answer: FALSE

Diff: 2

Section Ref: Technology Impacts How We Connect

57) The AT&T mobile app that lets customers report locations where there are gaps in service is an example of crowdsourcing.

Answer: TRUE

Diff: 2

Section Ref: Technology Impacts How We Consume

58) A virus is electronic junk mail.

Answer: FALSE

Diff: 1

Section Ref: Technology at Home

59) You cannot be computer literate unless you have knowledge of higher-level computer skills, such as computer programming.

Answer: FALSE

Diff: 1

Section Ref: Technology at Home

60) Hardware refers to the programs that give instructions to the computer.

Answer: FALSE

Diff: 2

Section Ref: Technology and Your Career

61) Computer forensics analyzes computer systems in gathering potential legal evidence.

Answer: TRUE

Diff: 1

Section Ref: Law Enforcement: Put Down That Mouse—You're Under Arrest!

62) Hospitals use nonimplant versions of identity chips on the wristbands of all patients.

Answer: FALSE

Diff: 2

Section Ref: Medicine: The Chip Within

63) Affective computing is a field of study focused on the managing, processing, and automatic retrieval of information.

Answer: FALSE

Diff: 2

Section Ref: Psychology: Computerized Coach

64) Mastery of software programs, such as Adobe Illustrator and Corel Painter, is essential to creating digital art.

Answer: TRUE

Diff: 1

Section Ref: Arts: Ink, Paints, and a Laptop?

65) Information technology is the study of managing, processing, and the automatic retrieval of information.

Answer: TRUE

Diff: 1

Section Ref: Technology and Your Career

66) Examples of information technology careers are telecommunication and software deployment.

Answer: TRUE

Diff: 2

Section Ref: Technology and Your Career

67) VeriMed can be used to keep Alzheimer's patients safe.

Answer: TRUE

Diff: 2

Section Ref: Medicine: The Chip Within

68) The National Center for the Analysis of Violent Crime database enables detectives to analyze information about similarities between crimes.

Answer: TRUE

Diff: 1

Section Ref: Law Enforcement: Put Down That Mouse—You're Under Arrest!

69) Data warehousing is the process of searching large datasets to find patterns.

Answer: FALSE

Diff: 2

Section Ref: Retail: Working in a Data Mine

70) Match each of the following terms to its meaning:

- I. augmented reality
- II. data mining
- III. information technology
- IV. spam
- V. cognitive surplus

- A. electronic junk mail
- B. combination of leisure time and the tools to be creative
- C. combination of our normal sense of the world and digital information
- D. field of study focusing on the management, processing, and retrieval of information
- E. searching for patterns within large amounts of data

Answer: C, E, D, A, B

Diff: 3

Section Ref: Multiple locations in the chapter

71) Match each of the following terms to its meaning:

- I. computer forensics
- II. computer literacy
- III. QR code
- IV. affective computing
- V. collaborative consumption

- A. computing that simulates emotion
- B. using computer systems to gather legal evidence
- C. understanding the capabilities and limitations of computers
- D. hosts a link to online information and video content
- E. sharing the services or a product rather than owning it outright

Answer: B, C, D, A, E

Diff: 3

Section Ref: Multiple locations in the chapter

72) Match each of the following terms to its meaning:

- I. crowdsourcing
- II. crowdfunding
- III. digital divide
- IV. social networking
- V. crisis-mapping tools

- A. facilitates exchange of ideas
- B. gap between those with access to technology and those without
- C. collects electronic information and instantly makes the information publicly available
- D. solicits small donations from a large number of people
- E. used by marketers to solicit online consumer input

Answer: E, D, B, A, C

Diff: 3

Section Ref: Multiple locations in the chapter

## **Technology In Action, Complete, 11e (Evans et al.)**

### **Chapter 2 Looking at Computers: Understanding the Parts**

1) Computers use \_\_\_\_\_ language consisting of 0s and 1s.

- A) symbol
- B) binary
- C) byte
- D) system

Answer: B

Diff: 1

Section Ref: Bits and Bytes: The Language of Computers

2) In binary language, each letter of the alphabet, each number, and each special symbol is made up of a unique combination of eight \_\_\_\_\_.

- A) bytes
- B) kilobytes
- C) characters
- D) bits

Answer: D

Diff: 2

Section Ref: Bits and Bytes: The Language of Computers

3) Which of the following is the smallest unit of measure?

- A) Megabyte
- B) Gigabyte
- C) Petabyte
- D) Terabyte

Answer: A

Diff: 3

Section Ref: Bits and Bytes: The Language of Computers

4) Apple's OS X and Microsoft Windows are examples of \_\_\_\_\_ software.

- A) utility
- B) application
- C) operating system
- D) communication

Answer: C

Diff: 2

Section Ref: Bits and Bytes: The Language of Computers

5) An Apple iPad and a Samsung Galaxy Tab are examples of \_\_\_\_\_ computers.

- A) tablet
- B) netbook
- C) desktop
- D) laptop

Answer: A

Diff: 1

Section Ref: Types of Computers

6) Which of the following computers supports many simultaneous users and manages large amounts of data?

- A) Desktop computer
- B) Supercomputer
- C) Mainframe computer
- D) Embedded computer

Answer: C

Diff: 2

Section Ref: Types of Computers

7) \_\_\_\_\_ computers are specially designed computer chips that reside inside other devices such as a car.

- A) Tablet
- B) Desktop
- C) Embedded
- D) Netbook

Answer: C

Diff: 2

Section Ref: Types of Computers

8) A keyboard and mouse are examples of \_\_\_\_\_ devices.

- A) output
- B) processing
- C) input
- D) storage

Answer: C

Diff: 1

Section Ref: Input Devices

9) A(n) \_\_\_\_\_ is an input device that looks like a pen.

- A) joystick
- B) e-rod
- C) pointer
- D) stylus

Answer: D

Diff: 1

Section Ref: Input Devices

10) Which of the following is NOT a system used with touch screens?

- A) Resistive
- B) Inductive
- C) Capacitive
- D) Surface acoustic wave

Answer: B

Diff: 3

Section Ref: Dig Deeper: How Touch Screens Work

11) The number of pixels displayed on the screen is known as \_\_\_\_\_.

- A) contrast ratio
- B) aspect ratio
- C) brightness resolution
- D) screen resolution

Answer: D

Diff: 2

Section Ref: Monitors

12) The most common type of monitor is a(n) \_\_\_\_\_.

- A) liquid crystal display (LCD)
- B) light-emitting diode (LED)
- C) organic light-emitting diode (OLED)
- D) cathode ray tube (CRT)

Answer: A

Diff: 3

Section Ref: Monitors

13) Inkjet printers and laser printers are examples of \_\_\_\_\_ printers.

- A) nonimpact
- B) impact
- C) dot-matrix
- D) thermal

Answer: A

Diff: 2

Section Ref: Printers

14) \_\_\_\_\_ printers have tiny hammer-like keys that strike the paper through an inked ribbon.

- A) Inkjet
- B) Impact
- C) Nonimpact
- D) Laser

Answer: B

Diff: 1

Section Ref: Printers

15) The \_\_\_\_\_ contains the central electronic components of the computer.

- A) motherboard
- B) arithmetic/logic unit
- C) peripheral unit
- D) input unit

Answer: A

Diff: 1

Section Ref: Processing and Memory on the Motherboard

16) A \_\_\_\_\_ enables your computer to connect to other computers or to the Internet.

- A) video card
- B) network interface card (NIC)
- C) sound card
- D) controller card

Answer: B

Diff: 2

Section Ref: Processing and Memory on the Motherboard

17) \_\_\_\_\_ is the abbreviation for the place in the computer where the programs and data the computer is currently using are temporarily stored.

- A) ROM
- B) CPU
- C) RAM
- D) USB

Answer: C

Diff: 2

Section Ref: Memory

18) RAM is a \_\_\_\_\_ storage location.

- A) permanent
- B) peripheral
- C) volatile
- D) nonvolatile

Answer: C

Diff: 2

Section Ref: Memory

19) The area that holds all the instructions the computer needs to start up when it is powered on is \_\_\_\_\_.

- A) RAM
- B) ROM
- C) the USB
- D) the CPU

Answer: B

Diff: 2

Section Ref: Memory

20) A(n) \_\_\_\_\_ CPU has two processing paths, allowing it to process more than one instruction at a time.

- A) all-in-one
- B) bimodal
- C) dual-core
- D) dual-mode

Answer: C

Diff: 3

Section Ref: Processing

21) All of the following are examples of nonvolatile storage EXCEPT \_\_\_\_\_.

- A) hard disk drive
- B) DVD
- C) RAM
- D) USB drive

Answer: C

Diff: 2

Section Ref: Hard Drives

22) Dropbox is an example of \_\_\_\_\_.

- A) SSD
- B) cloud storage
- C) optical storage
- D) Bluetooth technology

Answer: B

Diff: 3

Section Ref: Cloud Storage

23) All of the following are names for a flash drive EXCEPT \_\_\_\_\_ drive.

- A) jump
- B) USB
- C) thumb
- D) hard

Answer: D

Diff: 3

Section Ref: Flash Storage

24) Flash drives plug into a(n) \_\_\_\_\_.

- A) USB port
- B) serial port
- C) expansion slot
- D) drive bay

Answer: A

Diff: 2

Section Ref: Portable Storage Options

25) Which of the following optical storage media has the greatest storage capacity?

- A) SSD
- B) DVD
- C) CD
- D) BD

Answer: D

Diff: 3

Section Ref: Optical Storage

26) Which port is the most common port found on today's computing devices?

- A) Universal serial bus (USB)
- B) Parallel
- C) FireWire
- D) Ethernet

Answer: A

Diff: 2

Section Ref: High-Speed and Data Transfer Ports

27) A(n) \_\_\_\_\_ is where a peripheral device can attach to a computer so that data can be exchanged between it and the operating system.

- A) port
- B) drive
- C) slot
- D) expansion bus

Answer: A

Diff: 2

Section Ref: Connecting Peripherals to the Computer

28) Which computer port can transmit uncompressed audio and video?

- A) VGA
- B) USB
- C) HDMI
- D) LCD

Answer: C

Diff: 2

Section Ref: Connectivity and Multimedia Ports

29) All of the following are ways to avoid injuries when working on computers EXCEPT \_\_\_\_\_.

- A) placing a monitor at least 12" from the eyes
- B) purchasing an adjustable chair
- C) ensuring proper lighting
- D) taking breaks

Answer: A

Diff: 3

Section Ref: Setting It All Up

30) \_\_\_\_\_ is concerned with the design and arrangement of machines and furniture to avoid uncomfortable or unsafe experiences.

- A) Ergonomics
- B) Positioning
- C) Occupational safety
- D) Repetitive strain prevention

Answer: A

Diff: 2

Section Ref: Setting It All Up

31) \_\_\_\_\_ is a representation of a fact, a figure, or an idea and can be a number, a word, a picture, or even a recording of sound.

Answer: Data

Diff: 1

Section Ref: Computers Are Data Processing Devices

32) \_\_\_\_\_ is the set of computer programs that allows the hardware to perform different tasks.

Answer: Software

Diff: 1

Section Ref: Bits and Bytes: The Language of Computers

33) A(n) \_\_\_\_\_ is a computer that is designed to perform complex calculations very rapidly.

Answer: supercomputer

Diff: 2

Section Ref: Types of Computers

34) A(n) \_\_\_\_\_ device is a component, such as a keyboard, that connects to the computer.

Answer: peripheral

Diff: 2

Section Ref: Types of Computers

35) A kilobyte is exactly \_\_\_\_\_ bytes.

Answer: 1,024

one thousand twenty-four

1024

Diff: 3

Section Ref: How Much is a Byte

36) Microphones and scanners are examples of \_\_\_\_\_ devices.

Answer: input

peripheral

Diff: 1

Section Ref: Input Devices

37) \_\_\_\_\_ is a wireless transmission standard that lets you connect mobile computing devices to peripheral devices.

Answer: Bluetooth

Bluetooth technology

Diff: 2

Section Ref: Keyboards

38) A(n) \_\_\_\_\_ microphone picks up sounds equally well from all directions.

Answer: omnidirectional

Diff: 3

Section Ref: Sound Input

39) Display screens that respond to commands initiated with your finger or a stylus are called \_\_\_\_\_ screens.

Answer: touch

Diff: 1

Section Ref: Touch Screens

40) A desktop computer's \_\_\_\_\_ is the metal or plastic case that houses the power source and all storage devices of the computer.

Answer: system unit

tower

Diff: 2

Section Ref: Processing and Memory on the Motherboard

41) The \_\_\_\_\_ keyboard layout gets its name from the first six letters in the top left row of alphabetic keys on the keyboard and is the standard English-language keyboard layout.

Answer: QWERTY

Diff: 2

Section Ref: Keyboards

42) Joysticks and steering wheels are examples of \_\_\_\_\_ controllers.

Answer: game

Diff: 1

Section Ref: Mice and Other Pointing Devices

43) A(n) \_\_\_\_\_ is a small camera that sits on top of a monitor and can be used to transmit live video.

Answer: webcam

Diff: 2

Section Ref: Image Input

44) A(n) \_\_\_\_\_ microphone picks up sounds coming from all directions at once and is well suited for conference calls.

Answer: omnidirectional

Diff: 3

Section Ref: Sound Input

45) The width-to-height proportion of a monitor is known as the \_\_\_\_\_.

Answer: aspect ratio

Diff: 2

Section Ref: Monitors

46) Monitors display images by using a grid made up of millions of tiny dots, called \_\_\_\_\_.

Answer: pixels

Diff: 2

Section Ref: Monitors

47) RAM is a series of small cards plugged into slots on the \_\_\_\_\_.

Answer: motherboard

circuit board

Diff: 2

Section Ref: Memory

48) \_\_\_\_\_ is a measure of the greatest amount of light showing when the monitor displays pure white.

Answer: Brightness

Diff: 3

Section Ref: Monitors

49) A(n) \_\_\_\_\_ is a device that combines the functions of a printer, scanner, copier, and fax machine into one unit.

Answer: all-in-one printer

all in one printer

Diff: 2

Section Ref: Printers

50) The "brains" of the computer is the \_\_\_\_\_.

Answer: CPU

Central Processing Unit

processor

microprocessor

Diff: 2

Section Ref: Processing

51) An SD card is an example of a(n) \_\_\_\_\_ card.

Answer: flash memory

memory

secure digital

Diff: 2

Section Ref: Portable Storage Options

52) CDs, DVDs, and \_\_\_\_\_ discs are examples of optical storage.

Answer: Blu-ray

BD

Diff: 2

Section Ref: Optical Storage

53) A(n) \_\_\_\_\_ restarts the system while it is still powered on.

Answer: warm boot

Diff: 2

Section Ref: Power Controls

54) \_\_\_\_\_ connectivity ports look like standard phone jacks but are slightly larger.

Answer: Ethernet

Diff: 2

Section Ref: Connectivity and Multimedia Ports

55) \_\_\_\_\_ is a power-saving mode that stores data to a computer's hard drive instead of to its memory.

Answer: Hibernate

Diff: 2

Section Ref: Power Controls

56) Information is data that have been organized or presented in a meaningful fashion.

Answer: TRUE

Diff: 2

Section Ref: Computers Are Data Processing Devices

57) A smartphone is a computer.

Answer: TRUE

Diff: 1

Section Ref: Types of Computers

58) The operating system provides the means for users to interact with a computer.

Answer: TRUE

Diff: 1

Section Ref: Bits and Bytes: The Language of Computers

59) The terms *data* and *information* can be used interchangeably.

Answer: FALSE

Diff: 1

Section Ref: Computers Are Data Processing Devices

60) Processing is manipulating, calculating, or organizing data into information.

Answer: TRUE

Diff: 2

Section Ref: Computers Are Data Processing Devices

61) On a keyboard, Num Lock and Caps Lock are both toggle keys.

Answer: TRUE

Diff: 1

Section Ref: Keyboards

62) Laser printers are used in stores to print receipts and in airports for electronic ticketing.

Answer: TRUE

Diff: 3

Section Ref: Printers

63) The arithmetic logic unit (ALU) controls all of the functions performed by the computer's other components and processes all the commands issued to it by software instructions.

Answer: FALSE

Diff: 2

Section Ref: Processing

64) Joysticks and steering wheels are examples of game controllers.

Answer: TRUE

Diff: 1

Section Ref: Mice and Other Pointing Devices

65) Keyboards that display on screen when input of text is required are known as virtual keyboards.

Answer: TRUE

Diff: 2

Section Ref: Touch Screens

66) Starting a computer when it is powered off is called a warm boot.

Answer: FALSE

Diff: 2

Section Ref: Power Controls

67) Brightness ratio is the difference in light intensity between brightest white and darkest black produced by a monitor.

Answer: FALSE

Diff: 3

Section Ref: Testing and Calibrating Your PC Monitor

68) The area that holds all of the instructions the computer needs to start up is the RAM.

Answer: FALSE

Diff: 2

Section Ref: Memory

69) External hard drives are often used to back up data that are contained on the internal hard drive.

Answer: TRUE

Diff: 1

Section Ref: Hard Drives

70) Today's CPUs run at speeds measured in kilohertz.

Answer: FALSE

Diff: 2

Section Ref: Processing

71) Match each of the following terms to its meaning:

I. CPU

II. RAM

III. ROM

IV. LED

V. QWERTY

A. technology used on flat-screen monitors

B. standard keyboard layout

C. stores programs and data the computer is currently using

D. processes commands issued by software instructions

E. holds start up instructions needed when the computer is powered on

Answer: D, C, E, A, B

Diff: 3

Section Ref: Multiple locations in the chapter

72) Match each of the following terms to its meaning:

I. data

II. processing

III. information

IV. software

V. hardware

A. represents a fact, figure, or idea

B. data organized in a meaningful way

C. physical components of a computer

D. turning data into information

E. computer programs

Answer: A, D, B, E, C

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its meaning:

- I. kilobyte
- II. megabyte
- III. terabyte
- IV. gigabyte
- V. petabyte

- A. approximately 1 million bytes
- B. approximately 1 trillion bytes
- C. approximately 1 billion bytes
- D. approximately 1 thousand bytes
- E. approximately 1,000 terabytes

Answer: D, A, B, C, E

Diff: 3

Section Ref: Multiple locations in the chapter

74) Match each of the following terms to its meaning:

- I. input device
- II. peripheral device
- III. output device
- IV. motherboard
- V. system unit

- A. used to enter data
- B. displays processed data
- C. main circuit board containing the central electronic components of a computer
- D. external device that exchanges data with the computer through ports
- E. case that houses the electronic components, power source, and storage devices of a desktop computer

Answer: A, D, B, C, E

Diff: 2

Section Ref: Multiple locations in the chapter

75) Match each of the following terms to its meaning:

- I. pixel
- II. hertz
- III. bit
- IV. ppm
- V. dpi

- A. measurement of printing speed
- B. unit of measure for processor speed
- C. tiny dot that creates an image on the computer monitor
- D. measurement of printer resolution
- E. 0 or 1

Answer: C, B, E, A, D

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e* (Evans et al.)**

**Chapter 3 Using the Internet: Making the Most of the Web's Resources**

1) The Internet is \_\_\_\_\_.

- A) an internal communication system for businesses
- B) a communication system for the U.S. military
- C) the same as the web
- D) a large network of networks

Answer: D

Diff: 1

Section Ref: The Internet and How It Works

2) The concept of the Internet was developed in response to the \_\_\_\_\_ War.

- A) Korean
- B) Vietnam
- C) Cold
- D) Gulf

Answer: C

Diff: 1

Section Ref: The Origin of the Internet

3) The World Wide Web was based on a protocol developed by \_\_\_\_\_.

- A) Microsoft
- B) Apple
- C) Tim Berners-Lee
- D) the U.S. government

Answer: C

Diff: 3

Section Ref: The Origin of the Internet

4) The "fathers" of the Internet are Vinton Cerf and \_\_\_\_\_.

- A) Robert Cailliau
- B) Tim Berners-Lee
- C) Bill Gates
- D) Robert Kahn

Answer: D

Diff: 3

Section Ref: The Origin of the Internet

5) Software that enables you to display and interact with text and other media on the web is a web \_\_\_\_\_.

- A) client

- B) server
- C) agent
- D) browser

Answer: D

Diff: 1

Section Ref: The Origin of the Internet

6) The web is based on the \_\_\_\_\_ Protocol.

- A) Hypertext Transfer
- B) Hypertext Trade
- C) Hypertext Transmit
- D) Hypertext Translate

Answer: A

Diff: 3

Section Ref: The Origin of the Internet

7) A computer connected to the Internet that asks for data is a \_\_\_\_\_.

- A) server
- B) client
- C) surrogate
- D) aggregator

Answer: B

Diff: 2

Section Ref: How the Internet Works

8) The unique identification number assigned to your computer when you connect to the Internet is known as all of the following EXCEPT \_\_\_\_\_.

- A) dotted quad
- B) path
- C) dotted decimal
- D) IP address

Answer: B

Diff: 3

Section Ref: How the Internet Works

9) A(n) \_\_\_\_\_ system requires a program, such as Microsoft Outlook, to be installed on your computer, and when the program is opened, your e-mail is downloaded to your computer.

- A) web-based e-mail
- B) e-mail client
- C) consumer-to-consumer (C2C)
- D) business-to-consumer (B2C)

Answer: B

Diff: 1

Section Ref: Communicating and Collaborating on the web

10) \_\_\_\_\_ is a professional, business-oriented social networking site.

- A) Flickr

- B) Picasa
- C) Twitter
- D) LinkedIn

Answer: D

Diff: 2

Section Ref: Social Networking

11) Which of the following is NOT a social networking site?

- A) Facebook
- B) YouTube
- C) LinkedIn
- D) iTunes

Answer: D

Diff: 3

Section Ref: Social Networking

12) All of the following are tips for professional e-mail etiquette EXCEPT \_\_\_\_\_.

- A) be concise and to the point
- B) use spell-checker and proofread before sending
- C) use abbreviations such as "u," "r," and "BRB" to keep the e-mail message shorter
- D) include a meaningful subject line

Answer: C

Diff: 1

Section Ref: E-Mail

13) Which of the following is NOT a proprietary instant messaging (IM) service?

- A) AIM
- B) LinkedIn Messenger
- C) Google Chat
- D) Yahoo! Messenger

Answer: B

Diff: 3

Section Ref: Instant Messaging

14) A \_\_\_\_\_ allows visitors to add, remove, or edit its content.

- A) wiki
- B) podcast
- C) blog
- D) chat

Answer: A

Diff: 2

Section Ref: Wikis

15) Which of the following are personal video journal entries posted on the web?

- A) Podcasts
- B) Newsgroups
- C) Vlogs
- D) Blogs

Answer: C

Diff: 2

Section Ref: Blogs

16) A \_\_\_\_\_ is a personal journal posted on the web.

- A) blog
- B) podcast
- C) wiki
- D) webcast

Answer: A

Diff: 1

Section Ref: Blogs

17) Podcasts enable you to \_\_\_\_\_.

- A) deliver audio/video files via RSS
- B) post journal entries on the web
- C) communicate with friends in real time
- D) edit video files over the web

Answer: A

Diff: 2

Section Ref: Podcasts and Webcasts

18) A(n) \_\_\_\_\_ is usually a live broadcast of audio or video content.

- A) Podcast
- B) Wiki
- C) Instant message
- D) Webcast

Answer: D

Diff: 2

Section Ref: Podcasts and Webcasts

19) Adobe Reader, Flash Player, and QuickTime Player are examples of software programs called \_\_\_\_\_.

- A) aggregators
- B) plug-ins
- C) helpers
- D) browsers

Answer: B

Diff: 2

Section Ref: Web Entertainment

20) \_\_\_\_\_ media are continuously fed to your browser so you do not have to wait for the entire file to completely download before listening to or watching it.

- A) Top-level
- B) Streaming
- C) Hyperlinked
- D) Tagged

Answer: B

Diff: 2

Section Ref: Web Entertainment

21) All of the following are types of e-commerce business EXCEPT \_\_\_\_\_.

- A) B2C
- B) B2B
- C) C2C
- D) C2B

Answer: D

Diff: 3

Section Ref: Conducting Business over the Internet: E-Commerce

22) A subset of e-commerce that uses social networks to assist in marketing and purchasing products is known as social \_\_\_\_\_.

- A) business
- B) shopping
- C) enterprise
- D) commerce

Answer: D

Diff: 1

Section Ref: Conducting Business over the Internet: E-Commerce

23) Which of the following is NOT a precaution to take when shopping online?

- A) Pay with a debit card, not a credit card.
- B) Shop at well-known, reputable sites.
- C) Avoid making online transactions on a public computer.
- D) When placing an order, make sure you receive a confirmation number.

Answer: A

Diff: 3

Section Ref: E-Commerce Safeguards

24) The "s" in "https" stands for for \_\_\_\_\_ socket layer.

- A) semantic
- B) secure
- C) server
- D) social

Answer: B

Diff: 3

Section Ref: E-Commerce Safeguards

25) A Microsoft \_\_\_\_\_ account allows you to store and share files in the cloud.

- A) iCloud
- B) Dropbox
- C) OneDrive
- D) Drive

Answer: C

Diff: 2

Section Ref: Create a SkyDrive Account to Store and Share Your Files in the Cloud

26) Which of the following is NOT a feature of the most popular web browsers?

- A) Pinned tabs
- B) Session restore
- C) Tacked browsing
- D) Thumbnail preview

Answer: C

Diff: 2

Section Ref: Web Browsers

27) The browser feature where tabs are independent of each other is known as \_\_\_\_\_.

- A) pinned tabs
- B) tab isolation
- C) free tabs
- D) privacy browsing

Answer: B

Diff: 2

Section Ref: Web Browsers

28) The unique address for a particular website is the \_\_\_\_\_.

- A) protocol
- B) domain section
- C) client
- D) URL

Answer: D

Diff: 1

Section Ref: URLs, Protocols, and Domain Names

29) In the URL `http://www.microsoft.com/surface`, the portion labeled ".com" is the \_\_\_\_\_.

- A) domain name
- B) host
- C) top-level domain
- D) protocol

Answer: C

Diff: 2

Section Ref: URLs, Protocols, and Domain Names

30) In the URL <http://www.microsoft.com/surface>, the portion labeled "surface" is the \_\_\_\_\_.

- A) protocol
- B) domain name
- C) path
- D) top-level domain

Answer: C

Diff: 2

Section Ref: URLs, Protocols, and Domain Names

31) In the URL <http://www.microsoft.com/surface>, the portion labeled "http" is the \_\_\_\_\_.

- A) protocol
- B) domain name
- C) path
- D) top-level domain

Answer: A

Diff: 2

Section Ref: URLs, Protocols, and Domain Names

32) Which of the following top-level domains identifies a degree-granting institution?

- A) .gov
- B) .net
- C) .edu
- D) .info

Answer: C

Diff: 1

Section Ref: URLs, Protocols, and Domain Names

33) A(n) \_\_\_\_\_ is a navigation aid that shows the path you have taken to get to a web page or where the page is located within the website.

- A) index
- B) navigation bar
- C) breadcrumb trail
- D) cookie trail

Answer: C

Diff: 3

Section Ref: Hyperlinks and Beyond

34) Which of the following is a feature of Live bookmarks?

- A) Enables you to pin your favorite website images
- B) Adds RSS technology to bookmarks
- C) Streams live television programs
- D) Broadcasts webinars

Answer: B

Diff: 2

Section Ref: Favorites, Live Bookmarks, and Tagging

35) AND, OR, and NOT are examples of \_\_\_\_\_ operators.

- A) Boolean
- B) Jacobian
- C) relational
- D) keyword

Answer: A

Diff: 3

Section Ref: Using Search Engines Effectively

36) A computer that receives a request and returns data is a(n) \_\_\_\_\_.

Answer: server

Diff: 2

Section Ref: How the Internet Works

37) Facebook and Twitter are popular examples of \_\_\_\_\_ networks.

Answer: social

Diff: 1

Section Ref: Social Networking

38) E-mail is \_\_\_\_\_, which means users do not have to communicate at the same time.

Answer: asynchronous

Diff: 3

Section Ref: E-Mail

39) \_\_\_\_\_-based e-mail is managed by a browser and enables access to e-mail from anywhere that has Internet access.

Answer: Web

Diff: 1

Section Ref: E-Mail

40) E-mail \_\_\_\_\_ are software programs such as Microsoft Outlook that run on your computer and download messages to your computer.

Answer: clients

Diff: 2

Section Ref: E-Mail

41) \_\_\_\_\_ is a popular collaborative online encyclopedia.

Answer: Wikipedia

Diff: 2

Section Ref: Wikis

42) A(n) \_\_\_\_\_ locates all the RSS series to which you have subscribed and automatically downloads new content.

Answer: aggregator

Diff: 3

Section Ref: Podcasts and Webcasts

43) A(n) \_\_\_\_\_ consists of a series of audio or video content that are distributed over the Internet.

Answer: podcast

webcast

Diff: 2

Section Ref: Podcasts and Webcasts

44) A(n) \_\_\_\_\_ is usually a live broadcast of audio and video content over the Internet.

Answer: webcast

Diff: 2

Section Ref: Podcasts and Webcasts

45) \_\_\_\_\_ video continuously feeds a video file to your browser so you can watch large files as they download.

Answer: Streaming

Diff: 1

Section Ref: Web Entertainment

46) To hear and view some multimedia files in a browser, you may need a special program called a(n) \_\_\_\_\_.

Answer: plug-in

player

Diff: 2

Section Ref: Web Entertainment

47) The temporary storage place for previously visited websites is called the \_\_\_\_\_.

Answer: cache

temporary internet cache

Diff: 3

Section Ref: Web Entertainment

48) A web browser's \_\_\_\_\_ feature makes it easy to return to a specific web page.

Answer: Favorites

Bookmark

Diff: 2

Section Ref: Web Entertainment

49) The top-level domain suffix used by not-for-profit groups such as the American Diabetes Association is \_\_\_\_\_.

Answer: .org

Diff: 2

Section Ref: URLs, Protocols, and Domain Names

50) When businesses buy and sell goods to other businesses, it is known as \_\_\_\_\_.

Answer: Business to Business

B2B

business-to-business

Diff: 2

Section Ref: Conducting Business over the Internet: E-Commerce

51) URL stands for \_\_\_\_\_.

Answer: uniform resource locator

Diff: 3

Section Ref: URLs, Protocols, and Domain Names

52) .jp is an example of a(n) \_\_\_\_\_.

Answer: top-level domain

country code

country specific domain

country-specific domain

top level domain

Diff: 2

Section Ref: URLs, Protocols, and Domain Names

53) The \_\_\_\_\_ list shows all of the websites and pages you have visited over a certain period of time.

Answer: History

history

Diff: 2

Section Ref: Hyperlinks and Beyond

54) Another term for social bookmarking is \_\_\_\_\_.

Answer: tagging

Diff: 2

Section Ref: Favorites, Live Bookmarks, and Tagging

55) When performing searches, the asterisk (\*) is used as a(n) \_\_\_\_\_.

Answer: wildcard

wild card

Diff: 3

Section Ref: Using Search Engines Effectively

56) The Internet was developed to ensure faster delivery of communications such as mail.

Answer: FALSE

Diff: 1

Section Ref: The Origin of the Internet

57) All popular social networking sites have privacy policies but you still need to follow certain precautions when using their sites.

Answer: TRUE

Diff: 1

Section Ref: Social Networking

58) E-mails are completely private.

Answer: FALSE

Diff: 1

Section Ref: E-Mail

59) With a client-based e-mail account, you are able to view your e-mail only from the computer on which the client program is installed.

Answer: TRUE

Diff: 2

Section Ref: E-Mail

60) A universal chat client allows you to chat with users who are using a different IM service than you are.

Answer: TRUE

Diff: 2

Section Ref: Instant Messaging

61) Wikipedia is a good reference for a research paper.

Answer: FALSE

Diff: 2

Section Ref: Wikis

62) iPhones and iPads use Flash to play videos.

Answer: FALSE

Diff: 1

Section Ref: HTML5 Versus Flash

63) When shopping on the web, it is better to pay for your purchase with a debit card rather than a credit card.

Answer: FALSE

Diff: 2

Section Ref: E-Commerce Safeguards

64) Using the browser feature tab isolation, you can drag an open tab away from its current window and open it in a new window.

Answer: FALSE

Diff: 2

Section Ref: Web Browsers

65) You can use breadcrumb trail to see the path you have taken to get to a web page, or where the page is located within a website.

Answer: TRUE

Diff: 2

Section Ref: Hyperlinks and Beyond

66) Tagging enables you to share your favorite websites with others.

Answer: TRUE

Diff: 2

Section Ref: Favorites, Live Bookmarks, and Tagging

67) A browser's bookmark feature makes it easy to return to a specific web page.

Answer: TRUE

Diff: 1

Section Ref: Favorites, Live Bookmarks, and Tagging

68) A metasearch engine searches other search engines.

Answer: TRUE

Diff: 2

Section Ref: Searching the Web Effectively

69) When evaluating a website, testing the relevancy of a site means checking to see whether the information on the site is current.

Answer: TRUE

Diff: 2

Section Ref: Evaluating Websites

70) A subject directory is an outline of websites organized by topics.

Answer: TRUE

Diff: 2

Section Ref: Evaluating Websites

71) Match each of the following terms to its definition:

I. host

II. browser

III. e-mail

IV. Internet

V. search engine

A. large network of networks

B. tool used to locate information on the web

C. location that maintains the computers that store the website files

D. application program used to view the web

E. electronic communication

Answer: C, D, E, A, B

Diff: 2

Section Ref: Multiple locations in the chapter

72) Match each of the following domains to the site that would use it:

- I. .com
- II. .edu
- III. .gov
- IV. .org
- V. .ca

- A. Ontario Government
- B. Red Cross
- C. Apple
- D. Harvard
- E. White House

Answer: C, D, E, B, A

Diff: 2

Section Ref: URLs, Protocols, and Domain Names

73) Match each of the following terms to its definition:

- I. Internet Explorer
- II. Firefox
- III. Safari
- IV. Chrome
- V. Mosaic

- A. Apple's web browser
- B. open source browser
- C. Google's browser
- D. Microsoft's browser
- E. the first browser to display graphics as well as text

Answer: D, B, A, C, E

Diff: 3

Section Ref: Web Browsers

74) Match each of the following terms to its definition:

- I. HTTP
- II. C2C
- III. FTP
- IV. B2C
- V. URL

- A. protocol that allows files to be transferred over the Internet
- B. protocol that allows files to be transferred from a web server
- C. transactions between two individuals
- D. website address
- E. transactions between a company and its customers

Answer: B, C, A, E, D

Diff: 3

Section Ref: Multiple locations in the chapter

75) Match each of the following terms to its definition:

- I. IM
- II. webcast
- III. blog
- IV. podcast
- V. wiki

- A. personal journal posted on the web
- B. website that allows site visitors to change its content
- C. live streamed broadcast
- D. uses RSS to deliver an audio or video file
- E. program that enables you to communicate in real time with others online

Answer: E, C, A, D, B

Diff: 3

Section Ref: Communicating and Collaborating on the web

***Technology In Action, Complete, 11e* (Evans et al.)**

#### **Chapter 4 Application Software: Programs That Let You Work and Play**

1) \_\_\_\_\_ software helps run the computer and coordinates instructions between other software and the hardware devices.

- A) Application
- B) Recovery
- C) Productivity
- D) System

Answer: D

Diff: 1

Section Ref: The Nuts and Bolts of Software

2) You can obtain software through \_\_\_\_\_, in which a vendor hosts the software online over the Internet and you do not have to install it on your computer.

- A) Open Source as a Service
- B) Proprietary as a Service
- C) Software as a Service
- D) Webware as a Service

Answer: C

Diff: 2

Section Ref: The Nuts and Bolts of Software

3) Using applications on smartphones and tablets to buy and sell products is known as \_\_\_\_\_ commerce.

- A) smart
- B) remote

- C) mobile
- D) web

Answer: C

Diff: 1

Section Ref: Trends in IT: Mobile Commerce: What Have You Bought With Your Phone Lately?

4) Which of the following is NOT an example of a general productivity software application?

- A) image editing
- B) word processing
- C) personal information management
- D) spreadsheet

Answer: A

Diff: 3

Section Ref: Productivity and Business Software

5) Apache OpenOffice is an example of a(n) \_\_\_\_\_ productivity suite.

- A) open source
- B) system
- C) web-based
- D) desktop publishing

Answer: A

Diff: 2

Section Ref: Productivity and Business Software

6) Web-based application software is software that \_\_\_\_\_.

- A) is always free
- B) is installed by the computer manufacturer
- C) is stored completely on a web server instead of your hard drive
- D) does not need an Internet connection

Answer: C

Diff: 2

Section Ref: Bundled Productivity Software

7) All of the following are examples of software suites EXCEPT \_\_\_\_\_.

- A) Microsoft Office 2013
- B) Apache OpenOffice
- C) Apple iWork
- D) Microsoft OneNote

Answer: D

Diff: 3

Section Ref: Bundled Productivity Software

8) The appropriate software to use for creating research papers is \_\_\_\_\_ software.

- A) spreadsheet
- B) presentation
- C) word processing
- D) database

Answer: C

Diff: 1

Section Ref: Word Processing Software

9) \_\_\_\_\_ software is used to perform calculations and numerical analyses.

- A) Presentation
- B) Personal information manager
- C) Database
- D) Spreadsheet

Answer: D

Diff: 1

Section Ref: Spreadsheet Software

10) When using a spreadsheet, the expression  $=D8-D17$  is called a \_\_\_\_\_.

- A) function
- B) range
- C) formula
- D) cell

Answer: C

Diff: 2

Section Ref: Spreadsheet Software

11) When using a spreadsheet, *SUM* in the expression  $=SUM(B10:B16)$ , is called a(n) \_\_\_\_\_.

- A) function
- B) operator
- C) formula
- D) operant

Answer: A

Diff: 2

Section Ref: Spreadsheet Software

12) The intersection of a row and column in a spreadsheet program is known as a \_\_\_\_\_.

- A) label
- B) formula
- C) function
- D) cell

Answer: D

Diff: 1

Section Ref: Spreadsheet Software

13) All of the following are tips for a great presentation EXCEPT \_\_\_\_\_.

- A) limit bullet points per slide to 4-6
- B) use images to convey a thought or illustrate a point
- C) use a variety of animations on most slides to keep audience attention
- D) keep the font size large enough to be read from the back of the room

Answer: C

Diff: 3

Section Ref: Presentation Software

14) In databases, a category of data is called a \_\_\_\_\_.

- A) table
- B) record
- C) worksheet
- D) field

Answer: D

Diff: 2

Section Ref: Database Software

15) All of the following are examples of database software EXCEPT \_\_\_\_\_.

- A) Oracle
- B) OneNote
- C) MySQL
- D) Access

Answer: B

Diff: 3

Section Ref: Database Software

16) \_\_\_\_\_ software helps you manage e-mail, contacts, calendars, and tasks in the same application.

- A) Note-taking
- B) Personal information manager
- C) Spreadsheet
- D) Presentation

Answer: B

Diff: 2

Section Ref: Personal Information Manager Software

17) QuarkXPress is an example of \_\_\_\_\_ software.

- A) image-editing
- B) presentation
- C) desktop publishing
- D) video-editing

Answer: C

Diff: 3

Section Ref: Small Business Software

18) Peachtree is an example of \_\_\_\_\_ software.

- A) educational
- B) accounting
- C) course management
- D) gaming

Answer: B

Diff: 3

Section Ref: Small Business Software

19) Dreamweaver is an example of \_\_\_\_\_ software.

- A) desktop publishing
- B) accounting
- C) course management
- D) web page design

Answer: D

Diff: 3

Section Ref: Small Business Software

20) Software that manages "back office" functions such as billing, production, inventory management, and human resources management is called \_\_\_\_\_ software.

- A) accounting
- B) enterprise resource planning
- C) project management
- D) customer relationship management

Answer: B

Diff: 2

Section Ref: Software for Large and Specialized Businesses

21) All of the following are types of multimedia and entertainment software EXCEPT \_\_\_\_\_.

- A) digital audio software
- B) gaming software
- C) drawing software
- D) productivity software

Answer: D

Diff: 3

Section Ref: Digital Image- and Video-Editing Software

22) Computer-aided design software is used by \_\_\_\_\_.

- A) architects to create virtual models
- B) web designers to create websites
- C) project managers to track tasks
- D) game makers to create games

Answer: A

Diff: 2

Section Ref: Software for Large and Specialized Businesses

23) Software designed for real estate agents is an example of \_\_\_\_\_ software.

- A) e-commerce
- B) general business
- C) project management
- D) vertical market

Answer: D

Diff: 2

Section Ref: Software for Large and Specialized Businesses

24) Multimedia software includes all of the following EXCEPT \_\_\_\_\_.

- A) image-editing software
- B) animation software
- C) utility software
- D) audio-editing software

Answer: C

Diff: 3

Section Ref: Multimedia and Entertainment Software

25) To remove red eye from a digital image, you would use software such as \_\_\_\_\_.

- A) Adobe Photoshop
- B) Adobe Acrobat
- C) Microsoft PowerPoint
- D) Apple Keynote

Answer: A

Diff: 3

Section Ref: Digital Image- and Video-Editing Software

26) Which of the following is the most common audio compression format?

- A) WAV
- B) AU
- C) MP3
- D) WMA

Answer: C

Diff: 1

Section Ref: Digital Audio Software

27) Blackboard is an example of \_\_\_\_\_ software.

- A) utility
- B) drawing
- C) course management
- D) gaming

Answer: C

Diff: 2

Section Ref: Educational and Reference Software

28) A(n) \_\_\_\_\_ software installation copies all the most commonly used files and programs from the distribution disc to your computer's hard drive.

- A) full
- B) upgrade
- C) custom
- D) new

Answer: A

Diff: 2

Section Ref: Installing and Uninstalling Software

29) A(n) \_\_\_\_\_ software installation enables you to decide which features you want to install on the hard drive.

- A) full
- B) partial
- C) custom
- D) upgrade

Answer: C

Diff: 2

Section Ref: Installing and Uninstalling Software

30) Unwanted or unneeded software included by manufacturers on new computers is called \_\_\_\_\_.

- A) adware
- B) bloatware
- C) malware
- D) shareware

Answer: B

Diff: 2

Section Ref: Ridding Your Computer of "Bloat"

31) Microsoft Office 365 is an example of a(n) \_\_\_\_\_ productivity suite.

Answer: web-based

web based

Diff: 3

Section Ref: Bundled Productivity Software

32) The two main types of software are system software and \_\_\_\_\_ software.

Answer: application

Diff: 1

Section Ref: The Nuts and Bolts of Software

33) Another name for commercial software is \_\_\_\_\_ software.

Answer: proprietary

Diff: 2

Section Ref: The Nuts and Bolts of Software

34) Software such as Apple Pages that is used to create résumés, letters, and other documents is called \_\_\_\_\_ software.

Answer: word processing

word-processing

productivity

Diff: 1

Section Ref: Word Processing Software

35) The free word processing program in Apache's OpenOffice suite is called \_\_\_\_\_.

Answer: Writer

Diff: 3

Section Ref: Word Processing Software

36) A productivity suite made especially for Apple computers is \_\_\_\_\_.

Answer: iWork

Diff: 2

Section Ref: Bundled Productivity Software

37) In spreadsheet software, \_\_\_\_\_ are the numerical data that represent a quantity or an amount and are often the basis for a calculation.

Answer: values

dates

values and dates

dates and values

Diff: 2

Section Ref: Spreadsheet Software

38) Microsoft's spreadsheet software is called \_\_\_\_\_.

Answer: Excel

Diff: 1

Section Ref: Spreadsheet Software

39) Spreadsheet equations that use addition, subtraction, multiplication, or division are called \_\_\_\_\_.

Answer: formulas

Diff: 2

Section Ref: Spreadsheet Software

40) To organize and manipulate large, complicated groups of data, you would use \_\_\_\_\_ software.

Answer: database

Diff: 1

Section Ref: Database Software

41) Traditional databases are organized into fields, records, and \_\_\_\_\_.

Answer: tables

Diff: 2

Section Ref: Database Software

42) In a database, a group of related fields is a(n) \_\_\_\_\_.

Answer: record

Diff: 2

Section Ref: Database Software

43) In a database, a group of related records is a(n) \_\_\_\_\_.

Answer: table

Diff: 2

Section Ref: Database Software

44) You would use \_\_\_\_\_ software to create a slide show.

Answer: presentation

Diff: 1

Section Ref: Presentation Software

45) A Microsoft Office \_\_\_\_\_ guides you through the steps necessary to finish a complicated task.

Answer: wizard

Diff: 2

Section Ref: Microsoft Office Productivity Software Features

46) \_\_\_\_\_ are predefined forms that include specific designs, special formatting, and styles relevant to a particular document.

Answer: Templates

Diff: 2

Section Ref: Microsoft Office Productivity Software Features

47) You could use a(n) \_\_\_\_\_ to combine a series of commands so that they will run as a single command.

Answer: macro

Diff: 3

Section Ref: Microsoft Office Productivity Software Features

48) Software that helps manage a checkbook or prepare taxes is called \_\_\_\_\_ software.

Answer: financial planning

personal finance

personal financial planning

Diff: 1

Section Ref: Personal Financial Software

49) \_\_\_\_\_ software includes image-editing, video-editing, and audio-editing software.

Answer: Multimedia

Diff: 2

Section Ref: Multimedia and Entertainment Software

50) \_\_\_\_\_ computing allows you to store data, files, and applications on the web and access and manipulate these files and applications from any device connected to the Internet.

Answer: Cloud

Diff: 2

Section Ref: Dig Deeper: How Cloud Computing Works

51) \_\_\_\_\_ programs allow you to experience a real situation through a virtual environment.

Answer: Simulation

training

simulated training

Diff: 2

Section Ref: Educational and Reference Software

52) Drawing software is also known as \_\_\_\_\_ software.

Answer: illustration

Diff: 2

Section Ref: Drawing Software

53) A(n) \_\_\_\_\_ version is an application that is still under development.

Answer: beta

Diff: 2

Section Ref: Getting Software

54) If you illegally install software on your computer, you are committing software \_\_\_\_\_.

Answer: piracy

Diff: 1

Section Ref: Ethics in IT: Can I Borrow Software That I Don't Own?

55) The Windows 8 .1 operating system enables you to create a(n) \_\_\_\_\_, which enables you to go back to your computer's previous settings if anything goes wrong during a new software installation.

Answer: restore point

Diff: 3

Section Ref: Getting Software

56) EULA stands for \_\_\_\_\_.

Answer: End User License Agreement

Diff: 3

Section Ref: Software Licenses

57) Application software helps run the computer and coordinates instructions with the hardware.

Answer: FALSE

Diff: 1

Section Ref: The Nuts and Bolts of Software

58) Using your mobile devices to make purchases is more risky than making purchases with your computer on the web.

Answer: FALSE

Diff: 2

Section Ref: Trends in IT: Mobile Commerce: What Have You Bought With Your Phone Lately?

59) Software as a Service (SaaS) hosts web-based applications.

Answer: TRUE

Diff: 2

Section Ref: The Nuts and Bolts of Software

60) Coordinated colors and styles used in a document are known as themes.

Answer: TRUE

Diff: 2

Section Ref: Word Processing Software

61) OpenOffice.org is an example of open source software.

Answer: TRUE

Diff: 1

Section Ref: Word Processing Software

62) Most word processing programs come with a search-and-replace tool that enables you to locate and replace specific text.

Answer: TRUE

Diff: 1

Section Ref: Word Processing Software

63) In a database, a table can be defined as a data category.

Answer: FALSE

Diff: 2

Section Ref: Database Software

64) You can use PowerPoint to trim video clips without having to use a separate video-editing program.

Answer: TRUE

Diff: 2

Section Ref: Presentation Software

65) A CD stores the same number of songs in uncompressed format as in MP3 format.

Answer: FALSE

Diff: 2

Section Ref: Digital Audio Software

66) Wizards are step-by-step guides for performing complicated tasks in application software.

Answer: TRUE

Diff: 2

Section Ref: Microsoft Office Productivity Software Features

67) Blackboard is an example of gaming software.

Answer: FALSE

Diff: 2

Section Ref: Educational and Reference Software

68) Adobe Photoshop is a drawing software application used by graphic artists.

Answer: FALSE

Diff: 2

Section Ref: Drawing Software

69) Desktop publishing software enables you to create newsletters and annual reports.

Answer: TRUE

Diff: 2

Section Ref: Small Business Software

70) All web-based software is free.

Answer: FALSE

Diff: 1

Section Ref: Web-Based Applications

71) A full software installation enables you to choose which program features you want installed on your hard drive.

Answer: FALSE

Diff: 2

Section Ref: Installing and Uninstalling Software

72) Match each of the following software categories to its purpose:

I. computer-aided design

II. course management

III. desktop publishing

IV. tax preparation

V. image-editing

A. modifying pictures

B. used in personal finance

C. to create newsletters

D. used by instructors and students

E. to design buildings

Answer: E, D, C, B, A

Diff: 2

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its definition:

I. system software

II. application software

III. vertical market software

IV. commercial software

V. software suite

A. bundled group of software programs

B. runs the computer

C. another term for proprietary software

D. designed for a specific industry

E. used to do tasks

Answer: B, E, D, C, A

Diff: 2

Section Ref: Multiple locations in the chapter

74) Match each of the following software categories to its primary use:

- I. word processing
- II. database
- III. video-editing
- IV. entertainment
- V. enterprise resource planning

- A. keep track of clients
- B. refine movies
- C. play games
- D. run the back office of a business
- E. create letters and reports

Answer: E, A, B, C, D

Diff: 2

Section Ref: Multiple locations in the chapter

75) Match each of the following terms to its definition:

- I. web-based
- II. open source
- III. project management
- IV. personal information manager
- V. proprietary

- A. software code that is freely available
- B. software that is hosted on a website
- C. software used to keep track of appointments
- D. software used to track tasks and coordinate resources
- E. software which must be purchased

Answer: B, A, D, C, E

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e (Evans et al.)***

**Chapter 5 System Software: The Operating System, Utility Programs, and File Management**

1) The two major types of system software programs are utility programs and the \_\_\_\_\_.

- A) charms
- B) application software
- C) user interface
- D) operating system

Answer: D

Diff: 1

Section Ref: Operating System Fundamentals

2) The \_\_\_\_\_ of the operating system enables users to communicate with the computer system.

- A) window
- B) modem
- C) network adapter card
- D) user interface

Answer: D

Diff: 1

Section Ref: Operating System Fundamentals

3) OS X is the operating system developed by \_\_\_\_\_.

- A) Apple
- B) Microsoft
- C) Google
- D) Linux

Answer: A

Diff: 1

Section Ref: Operating System Fundamentals

4) All of the following are examples of network operating systems EXCEPT \_\_\_\_\_.

- A) Windows 8
- B) Linux
- C) OS X
- D) MS-DOS

Answer: D

Diff: 2

Section Ref: Operating Systems for Networks, Servers, and Mainframes

5) UNIX was developed by Ken Thompson and Dennis Richie, who worked at \_\_\_\_\_.

- A) IBM
- B) Microsoft
- C) Xerox
- D) AT&T's Bell Labs

Answer: D

Diff: 3

Section Ref: Operating Systems for Networks, Servers, and Mainframes

6) Most supercomputers use the \_\_\_\_\_ operating system.

- A) UNIX
- B) Linux
- C) Windows
- D) iOS

Answer: B

Diff: 3

Section Ref: Operating Systems for Networks, Servers, and Mainframes

7) Which of the following operating systems are used on most tablets?

- A) Windows and iOS
- B) Windows and Android
- C) Android and iOS
- D) BlackBerry and Windows

Answer: C

Diff: 3

Section Ref: Operating Systems for Mobile Devices

8) Most smartphones use operating systems developed by \_\_\_\_\_.

- A) Google and Apple
- B) Apple and Microsoft
- C) Microsoft and Google
- D) Symbian and Apple

Answer: A

Diff: 3

Section Ref: Operating Systems for Mobile Devices

9) Which operating system is used by most desktop and laptop computers?

- A) Windows
- B) OS X
- C) Linux
- D) UNIX

Answer: A

Diff: 1

Section Ref: Operating Systems for Personal Computers

10) Windows 8 uses a(n) \_\_\_\_\_ account for easy access and storage of online files.

- A) iCloud
- B) Chrome
- C) OneDrive
- D) eye OS

Answer: C

Diff: 2

Section Ref: Operating Systems for Personal Computers

11) The latest version of the Mac OS X is \_\_\_\_\_.

- A) Snow Leopard
- B) Mavericks
- C) Mountain Lion
- D) Tiger

Answer: B

Diff: 2

Section Ref: Operating Systems for Personal Computers

12) Which of the following is NOT a user interface?

- A) command-driven
- B) application programming interface (API)
- C) menu-driven
- D) graphical user interface (GUI)

Answer: B

Diff: 3

Section Ref: What the Operating System Does

13) Using hard disk space to temporarily store data or instructions from RAM is referred to as \_\_\_\_\_.

- A) spooling
- B) interrupting
- C) compressing
- D) virtual memory

Answer: D

Diff: 2

Section Ref: Memory and Storage Management

14) Each device attached to your computer comes with a special program called a(n) \_\_\_\_\_ that enables the device and operating system to communicate with each other.

- A) device driver
- B) translator
- C) interpreter
- D) device configurator

Answer: A

Diff: 2

Section Ref: Hardware and Peripheral Device Management

15) Which of the following is the first step in the boot process?

- A) The BIOS is activated by turning on the computer.
- B) The BIOS checks that all devices are in place.
- C) The OS is loaded into RAM.
- D) Configuration and customization settings are checked.

Answer: A

Diff: 2

Section Ref: Step 1: Activating BIOS

16) The basic input/output system (BIOS) is stored on a \_\_\_\_\_ chip.

- A) ROM
- B) CPU
- C) RAM
- D) CMOS

Answer: A

Diff: 2

Section Ref: Step 1: Activating BIOS

17) All of the following are terms related to part of the boot process EXCEPT \_\_\_\_\_.

- A) ROM
- B) CMOS
- C) RAM
- D) USB

Answer: D

Diff: 3

Section Ref: The Boot Process: Starting Your Computer

18) Errors in computer software are called \_\_\_\_\_.

- A) worms
- B) beetles
- C) bugs
- D) spiders

Answer: C

Diff: 1

Section Ref: Trends in IT: Open Source Software: Why Isn't Everyone Using Linux?

19) C: denotes a \_\_\_\_\_ directory that is at the top of the filing structure of a computer.

- A) top-level
- B) cluster
- C) root
- D) upper-level

Answer: C

Diff: 1

Section Ref: Organizing Your Computer: File Management

20) When using Windows 8 File Explorer, which view provides the most information at a glance?

- A) List
- B) Content
- C) Tiles
- D) Details

Answer: D

Diff: 2

Section Ref: Viewing and Sorting Files and Folders

21) All of the following can be used in an OS X file name EXCEPT \_\_\_\_\_.

- A) :
- B) #
- C) %
- D) \$

Answer: A

Diff: 3

Section Ref: Naming Files

22) The location of a file is specified by its \_\_\_\_\_.

- A) drive identifier
- B) file path
- C) file type
- D) file extension

Answer: B

Diff: 2

Section Ref: Naming Files

23) C:\Windows\System32\drivers\etc\protocol is an example of a file \_\_\_\_\_.

- A) extension
- B) type
- C) path
- D) list

Answer: C

Diff: 1

Section Ref: Naming Files

24) Which of the following is the name of a Microsoft Excel file?

- A) inventory.xlsx
- B) inventory.wpd
- C) inventory.accdb
- D) inventory.pdf

Answer: A

Diff: 1

Section Ref: Naming Files

25) Deleted files on a Mac computer are moved to the \_\_\_\_\_.

- A) Garbage Can
- B) Recycle Bin
- C) Trash
- D) Wastepaper Basket

Answer: C

Diff: 1

Section Ref: Working with Files

26) Which of the following Windows utility programs arranges pieces of files on your hard drive to allow for faster access?

- A) Disk Cleanup
- B) Disk Defragmenter
- C) Error-checking
- D) Task Manager

Answer: B

Diff: 1

Section Ref: Utility Programs

27) Which of the following is NOT a Windows utility program?

- A) Disk Cleanup
- B) Desktop
- C) Disk Defragmenter
- D) System Restore

Answer: B

Diff: 3

Section Ref: Utility Programs

28) Which utility removes redundancies in a file to reduce the file size?

- A) Disk Cleanup
- B) File Compression
- C) Error-checking
- D) Disk Defragmenter

Answer: B

Diff: 2

Section Ref: File Compression Utilities

29) You can use the Windows \_\_\_\_\_ to check on a nonresponsive program.

- A) System Restore
- B) Backup utility
- C) Error-checking
- D) Task Manager

Answer: D

Diff: 2

Section Ref: System Maintenance Utilities

30) Mac OS X includes a backup utility called \_\_\_\_\_.

- A) System Restore
- B) Time Capsules
- C) Time Machine
- D) Carbonite

Answer: C

Diff: 2

Section Ref: System Restore and Backup Utilities

31) The \_\_\_\_\_ is a group of programs that controls how your computer functions.

Answer: operating system

OS

Diff: 1

Section Ref: Operating System Fundamentals

32) iOS was developed by \_\_\_\_\_ as the operating system for its tablets and smartphones.

Answer: Apple

Diff: 1

Section Ref: Operating System Fundamentals

33) The fuel-injection system in car engine uses a(n) \_\_\_\_\_ operating system.

Answer: real-time

real time

RTOS

Diff: 3

Section Ref: Real-Time Operating Systems

34) Most supercomputers use the \_\_\_\_\_ operating system.

Answer: Linux

Diff: 3

Section Ref: Operating Systems for Networks, Servers, and Mainframes

35) The majority of smartphones use the \_\_\_\_\_ and \_\_\_\_\_ operating systems.

Answer: Android, iOS

iOS, Android

Diff: 3

Section Ref: Operating Systems for Mobile Devices

36) Linux download packages are called distributions or \_\_\_\_\_.

Answer: distros

Diff: 3

Section Ref: Operating Systems for Personal Computers

37) MS-DOS first used a(n) \_\_\_\_\_ interface.

Answer: command-driven  
command driven

Diff: 1

Section Ref: The User Interface

38) A unique signal by a device to let the operating system know that it needs attention is called a(n) \_\_\_\_\_.

Answer: interrupt

Diff: 2

Section Ref: Processor Management

39) If you run out of RAM, excessive paging is called \_\_\_\_\_.

Answer: thrashing

Diff: 2

Section Ref: Memory and Storage Management

40) PnP stands for \_\_\_\_\_.

Answer: Plug and Play

Diff: 2

Section Ref: Hardware and Peripheral Device Management

41) The Windows feature that removes a newly installed, improperly working driver and replaces it with the last one that worked is called \_\_\_\_\_.

Answer: Roll Back Driver

roll back driver

Diff: 3

Section Ref: Hardware and Peripheral Device Management

42) During the boot process, the \_\_\_\_\_ is responsible for loading the operating system from the hard drive into RAM.

Answer: BIOS

basic input/output system

Diff: 2

Section Ref: Step 1: Activating BIOS

43) When a computer is booted, the \_\_\_\_\_ checks the computer's components.

Answer: power-on self-test, POST

Diff: 2

Section Ref: Step 2: Performing the Power-On Self-Test

44) If Windows detects a problem during the boot process, it will add Last Known Good Configuration to the Windows \_\_\_\_\_ Menu.

Answer: Advanced Options

Diff: 3

Section Ref: Handling Errors in the Boot Process

45) Files are stored in a hierarchical structure of \_\_\_\_\_ that includes files, folders, libraries, and drives.

Answer: directories

Diff: 2

Section Ref: Organizing Your Files

46) When using Windows 8, the pinch and stretch gestures are used to \_\_\_\_\_ an object.

Answer: zoom

Diff: 3

Section Ref: Touch Language for Windows 8

47) In the Windows operating system, the C:\ path is commonly referred to as the \_\_\_\_\_ directory.

Answer: root

Diff: 1

Section Ref: Organizing Your Files

48) When using a Windows PC, \_\_\_\_\_ is the main tool for finding, viewing, and managing files.

Answer: File Explorer

Windows Explorer

Diff: 2

Section Ref: Organizing Your Files

49) The Windows path separator is the \_\_\_\_\_ character.

Answer: backslash

\

Diff: 2

Section Ref: Naming Files

50) In Windows, a(n) \_\_\_\_\_ follows the file name and a period and indicates the file type.

Answer: extension

file type

Diff: 2

Section Ref: Naming Files

51) To personalize your Windows 8 Start screen, select the Settings \_\_\_\_\_.

Answer: Charm

charm

Diff: 2

Section Ref: Display Utilities

52) The Windows utility program that removes unnecessary files from the hard drive is called \_\_\_\_\_.

Answer: Disk Cleanup

Diff: 2

Section Ref: System Maintenance Utilities

53) The \_\_\_\_\_ contains an index to files that have been deleted or have been moved.

Answer: file allocation table

FAT

Diff: 2

Section Ref: System Maintenance Utilities

54) Scattered pieces of files on the hard drive can be regrouped into sequential order using the \_\_\_\_\_ utility.

Answer: Disk defragmenter

disk defragmenting

disk defragmentation

defrag

Diff: 2

Section Ref: Dig Deeper: How Disk Defragmenter Utilities Work

55) Windows includes the \_\_\_\_\_ Center, which is a centralized location for assistive technology and tools to adjust accessibility settings.

Answer: Ease of Access

Diff: 3

Section Ref: Accessibility Utilities

56) Every computer has an operating system.

Answer: TRUE

Diff: 1

Section Ref: Operating System Fundamentals

57) Gaming consoles, such as Xbox 360 and iPods, do not need an operating system.

Answer: FALSE

Diff: 2

Section Ref: Operating Systems for Mobile Devices

58) Windows 8 has a new interface that is optimized for touch-screen devices.

Answer: TRUE

Diff: 1

Section Ref: Operating Systems for Personal Computers

59) A personal computer can only have one operating system installed on it.

Answer: FALSE

Diff: 2

Section Ref: Operating Systems for Personal Computers

60) About 90% of desktop and laptop computers run some version of Windows.

Answer: TRUE

Diff: 3

Section Ref: Operating Systems for Personal Computers

61) Android is an open source operating system for personal computers and as a network OS.

Answer: FALSE

Diff: 2

Section Ref: Operating Systems for Personal Computers

62) When your computer runs out of RAM, the operating system borrows space from the CPU.

Answer: FALSE

Diff: 2

Section Ref: Memory and Storage Management

63) Installing a device driver can sometimes cause system instability.

Answer: TRUE

Diff: 2

Section Ref: Hardware and Peripheral Device Management

64) CMOS is a special kind of memory that uses a great deal of power.

Answer: FALSE

Diff: 3

Section Ref: Step 2: Performing the Power-On Self-Test

65) *Preemptive multitasking* is the term used when the operating system processes higher-priority tasks before lower-priority tasks.

Answer: TRUE

Diff: 1

Section Ref: Processor Management

66) Windows 7's File Explorer has been replaced by Windows 8's Windows Explorer.

Answer: FALSE

Diff: 2

Section Ref: Organizing Your Computer: File Management

67) You can use System Restore to restore your system's settings back to a specific date when everything was working properly.

Answer: TRUE

Diff: 1

Section Ref: System Restore and Backup Utilities

68) File names in Windows are case-sensitive.

Answer: FALSE

Diff: 2

Section Ref: Naming Files

69) The High Contrast accessibility feature enables you to select a color scheme setting in which you control the contrast between text and background.

Answer: TRUE

Diff: 2

Section Ref: Accessibility Utilities

70) You can return to the Start screen in Windows 8 by pressing the Windows key on the computer keyboard.

Answer: TRUE

Diff: 2

Section Ref: Using System Software: The Windows Interface

71) Match each of the following terms to its meaning:

- I. folder
- II. track
- III. sector
- IV. platter
- V. taskbar

- A. concentric circle on the hard drive
- B. round, thin plate of metal that makes up a hard drive
- C. pie-shaped wedge on the hard drive
- D. displays open and favorite applications
- E. storage location for a collection of files

Answer: E, A, C, B, D

Diff: 2

Section Ref: Dig Deeper: How Disk Defragmenter Utilities Work

72) Match each of the following terms to its meaning:

- I. .pdf
- II. .jpg
- III. .zip
- IV. .accdb
- V. .html

- A. web pages
- B. Microsoft Access
- C. images
- D. portable document format
- E. compressed files

Answer: D, C, E, B, A

Diff: 2

Section Ref: Naming Files

73) Match each of the following terms to its meaning:

- I. platform
- II. pin
- III. charm
- IV. thrashing
- V. GUI

- A. place an application tile on the Start screen
- B. displayed on a Windows 8 screen when moving the cursor to the upper-right corner of the screen
- C. the condition of excessive paging
- D. Mac OS and Microsoft Windows user interface
- E. combination of processor and operating system

Answer: E, A, B, C, D

Diff: 2

Section Ref: Multiple locations in the chapter

74) Match each of the following terms to its meaning:

- I. Task Manager
- II. System Restore
- III. Disk Cleanup
- IV. Disk Defragmenter
- V. Error-checking

- A. brings system back to a previously stable state
- B. regroups related pieces of files on the hard disk
- C. lists all the programs being used and indicates their status
- D. checks the hard drive for damaged files
- E. removes unnecessary files from the hard drive

Answer: C, A, E, B, D

Diff: 3

Section Ref: Utility Programs

75) Match each of the following terms to its meaning:

- I. kernel
- II. virtual memory
- III. swap file
- IV. spooler
- V. paging

- A. the process of swapping data between RAM and a swap file
- B. temporary storage area on the hard drive
- C. coordinates print jobs
- D. operating system supervisor program
- E. process of optimizing RAM storage by using hard drive space

Answer: D, E, B, C, A

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e (Evans et al.)***

**Chapter 6 Understanding and Assessing Hardware: Evaluating Your System**

1) The rule of thumb that predicts that CPU capacity will double every 2 years is called \_\_\_\_\_ Law.

- A) Charles's
- B) Moore's
- C) Intel's
- D) Boyle's

Answer: B

Diff: 1

Section Ref: Your Ideal Computing Device

2) Which of the following is the lightest computer?

- A) Laptop
- B) Ultrabook
- C) Tablet
- D) Desktop

Answer: C

Diff: 2

Section Ref: Your Ideal Computing Device

3) The processor market for desktop and laptop computers is dominated by \_\_\_\_\_.

- A) IBM
- B) Microsoft
- C) Intel
- D) Apple

Answer: C

Diff: 1

Section Ref: Evaluating the CPU Subsystem

4) Which of the following does NOT determine processor power?

- A) Clock speed
- B) Amount of cache memory
- C) Use of multiple cores
- D) Speed of the motherboard

Answer: D

Diff: 3

Section Ref: CPU Factors

5) Which of the following activities is carried out by the ALU?

- A) Move read/write heads.
- B) Perform arithmetic calculations.
- C) Create virtual memory.
- D) Render video images.

Answer: B

Diff: 1

Section Ref: How the CPU Works

6) All of the following are part of the machine cycle EXCEPT \_\_\_\_\_.

- A) fetch
- B) encode
- C) execute
- D) store

Answer: B

Diff: 3

Section Ref: How the CPU Works

7) The CPU consists of which two parts?

- A) The arithmetic logic unit and the front side bus
- B) The control unit and the arithmetic logic unit
- C) The control unit and the front side bus
- D) The control unit and cache memory

Answer: B

Diff: 2

Section Ref: How the CPU Works

8) The control unit is one component of the \_\_\_\_\_.

- A) CPU
- B) cache
- C) front side bus
- D) clock

Answer: A

Diff: 2

Section Ref: How the CPU Works

9) Running the CPU at a faster speed than the manufacturer recommends is called \_\_\_\_\_.

- A) fetching
- B) latency
- C) overclocking
- D) hyperthreading

Answer: C

Diff: 2

Section Ref: CPU Factors

10) There are \_\_\_\_\_ levels of cache memory.

- A) five
- B) two
- C) three
- D) four

Answer: C

Diff: 3

Section Ref: CPU Factors

11) \_\_\_\_\_ provides high-speed information processing by enabling a new set of instructions to start before the previous set is finished.

- A) Multitasking
- B) Cache memory
- C) Hyperthreading
- D) Overclocking

Answer: C

Diff: 2

Section Ref: CPU Factors

12) The speed of a level of cache memory is impacted by \_\_\_\_\_.

- A) the amount of storage space on the chip
- B) the physical size of the chip
- C) the size of the hard drive
- D) the chip's proximity to the CPU

Answer: D

Diff: 2

Section Ref: CPU Factors

13) RAM is an example of \_\_\_\_\_ storage.

- A) volatile
- B) nonvolatile
- C) permanent
- D) mobile

Answer: A

Diff: 1

Section Ref: Evaluating the Memory Subsystem

14) The amount of RAM storage is measured in \_\_\_\_\_.

- A) GB
- B) Hz
- C) GHz
- D) MHz

Answer: A

Diff: 2

Section Ref: The RAM in Your System

15) In most current systems, \_\_\_\_\_ is the type of RAM used.

- A) DDR2
- B) DDR3
- C) DRAM
- D) SDRAM

Answer: B

Diff: 3

Section Ref: The RAM in Your System

16) Windows uses a memory-management technique known as \_\_\_\_\_ to monitor which applications you frequently use and preloads them into your system memory.

- A) SuperGet
- B) SuperFetch
- C) SuperTake
- D) SuperRetrieve

Answer: B

Diff: 2

Section Ref: The RAM in Your System

17) When referring to hard drives, access time is measured in \_\_\_\_\_.

- A) megahertz
- B) bps
- C) milliseconds
- D) kilobytes

Answer: C

Diff: 2

Section Ref: Mechanical Hard Drives

18) A \_\_\_\_\_ uses electronic memory and has no motors or moving parts.

- A) mechanical hard drive
- B) solid-state drive
- C) Blu-ray disc
- D) digital video disc

Answer: B

Diff: 1

Section Ref: Solid-State Drives

19) Which optical disc has the greatest storage capacity?

- A) DVD
- B) Blu-ray
- C) Flash
- D) CD

Answer: B

Diff: 2

Section Ref: Optical Drives

20) Which of the following is NOT an optical disc format?

- A) Read-only (ROM)
- B) Read-erasable (RE)
- C) Recordable (R)
- D) Rewritable (RW)

Answer: B

Diff: 3

Section Ref: Optical Drives

21) The \_\_\_\_\_ has the largest capacity of any storage device.

- A) CD
- B) SSD
- C) DVD
- D) mechanical hard drive

Answer: D

Diff: 2

Section Ref: Mechanical Hard Drives

22) Which of the follow ports is NOT used to connect to a video card?

- A) HDMI
- B) DVI
- C) USB
- D) DisplayPort

Answer: C

Diff: 3

Section Ref: Video Cards

23) To speed up the display of graphics, a(n) \_\_\_\_\_ is installed on some video cards.

- A) GPU
- B) CPU
- C) ALU
- D) SSD

Answer: A

Diff: 2

Section Ref: Video Cards

24) A \_\_\_\_\_ enables the computer to drive the speaker system.

- A) HDMI
- B) display port
- C) sound card
- D) PCI bus

Answer: C

Diff: 1

Section Ref: Evaluating the Audio Subsystem

25) In Dolby Digital 7.1, the 1 indicates a \_\_\_\_\_ speaker.

- A) digital
- B) subwoofer
- C) tweeter
- D) cross-over

Answer: B

Diff: 2

Section Ref: Evaluating the Audio Subsystem

26) Running the Disk Defragmenter utility will \_\_\_\_\_.

- A) detect and remove spyware
- B) mark bad memory cells
- C) make the hard drive work more efficiently
- D) clean out your Startup folder

Answer: C

Diff: 2

Section Ref: Evaluating System Reliability

27) Running the Disk Cleanup utility is a quick way to \_\_\_\_\_.

- A) defrag your hard drive
- B) remove spyware programs
- C) clear out unnecessary files
- D) clean out your Startup folder

Answer: C

Diff: 2

Section Ref: Evaluating System Reliability

28) To remove all the changes made to your system, the Windows \_\_\_\_\_ utility returns your computer to the state it was in when it came from the factory.

- A) Backup
- B) Erase
- C) Restore
- D) Refresh

Answer: D

Diff: 2

Section Ref: Evaluating System Reliability

29) Which statement pertaining to system reliability is FALSE?

- A) Having the latest version of software products can make your system more reliable.
- B) An accumulation of temporary Internet files has no effect on your computer's overall performance.
- C) You can clean out unnecessary programs from your Startup folder.
- D) When you defrag your hard drive, it works more efficiently.

Answer: B

Diff: 2

Section Ref: Evaluating System Reliability

30) To securely erase data, the U.S. Department of Defense suggests that the data be overwritten \_\_\_\_\_ times.

- A) two
- B) five
- C) seven
- D) ten

Answer: C

Diff: 3

Section Ref: Getting Rid of Your Old Computer

31) \_\_\_\_\_ Law predicts that the capacity of a CPU will double every 2 years.

Answer: Moore's

Diff: 1

Section Ref: Your Ideal Computing Device

32) The CPU is located on the \_\_\_\_\_.

Answer: motherboard  
system motherboard

Diff: 2

Section Ref: Evaluating the CPU Subsystem

33) A CPU's processing power is determined by the combination of the clock speed, the number of cores, and the amount of \_\_\_\_\_.

Answer: cache memory

Diff: 2

Section Ref: CPU Factors

34) The \_\_\_\_\_ of a CPU dictates how many instructions the CPU can process each second.

Answer: Clock speed

Diff: 2

Section Ref: CPU Factors

35) The CPU is composed of the control unit and the \_\_\_\_\_ unit.

Answer: arithmetic logic

ALU

Diff: 1

Section Ref: How the CPU Works

36) The process the CPU performs for each program instruction is called the \_\_\_\_\_.

Answer: machine cycle

Diff: 1

Section Ref: How the CPU Works

37) \_\_\_\_\_ is a feature of a CPU that allows it to begin to fetch the next instruction before it has finished executing the current one.

Answer: Hyperthreading

Diff: 2

Section Ref: How the CPU Works

38) Running the CPU faster than the manufacturer recommends is called \_\_\_\_\_.

Answer: overclocking

Diff: 2

Section Ref: How the CPU Works

39) \_\_\_\_\_ is the type of RAM memory used most often in today's computers.

Answer: DDR3

double data rate 3

DDR3 memory modules

double data rate 3 memory modules

Diff: 3

Section Ref: Evaluating the Memory Subsystem

40) The CPU's \_\_\_\_\_ memory is a form of RAM that gets data to the CPU for processing much faster than bringing the data in from the computer's RAM.

Answer: cache

Diff: 2

Section Ref: How the CPU Works

41) RAM is an example of \_\_\_\_\_ storage because when the power is turned off, RAM is cleared out.

Answer: volatile

temporary

Diff: 1

Section Ref: Evaluating the Memory Subsystem

42) The time it takes a storage device to locate stored data and make it available for processing is called \_\_\_\_\_ time.

Answer: access

Diff: 3

Section Ref: Mechanical Hard Drives

43) The \_\_\_\_\_ has the largest capacity of any storage device.

Answer: mechanical hard drive

hard drive

hard disk drive

Diff: 1

Section Ref: Mechanical Hard Drives

44) \_\_\_\_\_ drives are 100 times faster than mechanical hard drives.

Answer: Solid-state

Solid state

Diff: 2

Section Ref: Solid-State Drives

45) \_\_\_\_\_ drives run with no noise and very little heat, and require very little power.

Answer: Solid-state

Solid state

Diff: 2

Section Ref: Solid-State Drives

46) Optical drives use a(n) \_\_\_\_\_ to read and write data.

Answer: laser

high speed laser

high-speed laser

Diff: 2

Section Ref: Optical Drives

47) A video card can deliver output to multiple \_\_\_\_\_.

Answer: monitors

Diff: 2

Section Ref: Video Cards

48) GPU stands for \_\_\_\_\_.

Answer: graphics processing unit

Diff: 3

Section Ref: Video Cards

49) \_\_\_\_\_ improves disk writing performance because data is written across two drives.

Answer: RAID 0

Diff: 2

Section Ref: Your Storage Capacity and Needs

50) \_\_\_\_\_ automatically duplicates your data and saves it on two identical drives.

Answer: RAID 1

Diff: 2

Section Ref: Your Storage Capacity and Needs

51) \_\_\_\_\_ sound is a type of audio system where the listener hears the sound as if it were coming from all directions.

Answer: Surround

Diff: 1

Section Ref: Evaluating the Audio Subsystem

52) Dolby Digital 7.1 requires a total of \_\_\_\_\_ speakers.

Answer: six

6

Diff: 3

Section Ref: Evaluating the Audio Subsystem

53) The audio subsystem consists of the speakers and a(n) \_\_\_\_\_.

Answer: sound card

Diff: 1

Section Ref: Evaluating the Audio Subsystem

54) Mac OS X uses \_\_\_\_\_ software to automatically backup and restore data.

Answer: Time Machine

Diff: 3

Section Ref: Evaluating System Reliability

55) A stoppage of the hard drive that often results in data loss is called a(n) \_\_\_\_\_.

Answer: head crash

Diff: 2

Section Ref: Dig Deeper: How a Mechanical Hard Drive Works

56) A(n) \_\_\_\_\_ moves over the spinning platters to retrieve data from the hard disk.

Answer: read/write head

Diff: 3

Section Ref: Dig Deeper: How a Mechanical Hard Drive Works

57) Hard drives have been growing in storage capacity by about 50% each year.

Answer: TRUE

Diff: 3

Section Ref: Your Ideal Computing Device

58) Desktop computer systems are less reliable than laptop computers.

Answer: FALSE

Diff: 2

Section Ref: Your Ideal Computing Device

59) Level 3 cache memory is faster than the other cache memory levels.

Answer: FALSE

Diff: 3

Section Ref: CPU Factors

60) The use of multiple cores on one CPU chip allows the execution of two or more sets of instructions at the same time.

Answer: TRUE

Diff: 1

Section Ref: CPU Factors

61) Cache memory is a form of ROM.

Answer: FALSE

Diff: 2

Section Ref: CPU Factors

62) Level 1 cache contains the least amount of storage of the cache memory levels.

Answer: TRUE

Diff: 1

Section Ref: CPU Factors

63) Accessing data from the hard drive to send to the CPU is faster than accessing data from RAM.

Answer: FALSE

Diff: 2

Section Ref: Evaluating the Memory Subsystem

64) The heads of a hard disk drive touch the surface of the platter to read or write the data.

Answer: FALSE

Diff: 2

Section Ref: Mechanical Hard Drives

65) Optical discs store data using tiny pits and lands.

Answer: TRUE

Diff: 2

Section Ref: Optical Drives

66) Video cards include their own RAM.

Answer: TRUE

Diff: 1

Section Ref: Video Cards

67) When using multiple monitors, you must have multiple video cards.

Answer: FALSE

Diff: 2

Section Ref: Video Cards

68) 3-D sound is different from surround-sound.

Answer: TRUE

Diff: 2

Section Ref: Evaluating the Audio Subsystem

69) RAID 0 automatically duplicates your data and saves it on two identical drives.

Answer: FALSE

Diff: 2

Section Ref: Your Storage Capacity and Needs

70) Thunderbolt can carry three channels of information on the same connector.

Answer: FALSE

Diff: 3

Section Ref: Trends in It: Thunderbolt: The New Standard for Data Transfer

71) If you reformat the hard drive on a computer, it erases all personal information from your computer and makes it safe to donate.

Answer: FALSE

Diff: 2

Section Ref: Making a Final Decision

72) Match each of the following terms to its meaning:

I. latency

II. platters

III. tracks

IV. seek time

V. sectors

A. round, thin plates of metal within a hard drive

B. time needed for correct sector to spin to the read/write head

C. pie-shaped wedges on the surface of a hard drive

D. concentric circles on a hard drive

E. time required for the read/write head to move to the correct track

Answer: B, A, D, E, C

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following subsystems to the term used by or function of that subsystem:

I. ROM

II. clock speed

III. RAM

IV. quad-core processor

V. hyperthreading

A. volatile storage

B. permanent storage

C. simultaneous execution of more than one instruction

D. determines how fast the CPU is

E. a CPU with 4 cores

Answer: B, D, A, E, C

Diff: 2

Section Ref: Multiple locations in the chapter

74) Match each of the following terms to its meaning:

- I. random access memory
- II. cache memory
- III. video memory
- IV. virtual memory
- V. physical memory

- A. the amount of RAM sitting on memory modules
- B. temporary storage space
- C. used by CPU
- D. used by a video card
- E. space on the hard drive for data that doesn't fit in RAM

Answer: B, C, D, E, A

Diff: 2

Section Ref: Multiple locations in the chapter

75) Match each of the following terms to its meaning:

- I. CPU
- II. SSD
- III. ALU
- IV. RAID
- V. FSB

- A. uses electronic memory and has no moving parts
- B. connects the processor to the system memory
- C. processor
- D. performs arithmetic calculations
- E. strategy for using more than one drive in a system

Answer: C, A, D, E, B

Diff: 3

Section Ref: Multiple locations in the chapter

### ***Technology In Action, Complete, 11e (Evans et al.)***

#### **TIF 3: Under the Hood**

1) \_\_\_\_\_ are devices that are in either the on or off state.

- A) Synchronous circuits
- B) Asynchronous circuits
- C) Electrical switches
- D) Unicodes

Answer: C

Diff: 1

Section Ref: Electrical Switches

2) The earliest generation of electronic computers used \_\_\_\_\_ as switches.

- A) transistors

- B) vacuum tubes
- C) microprocessors
- D) integrated circuits

Answer: B

Diff: 1

Section Ref: Electrical Switches

3) \_\_\_\_\_ is the semiconductor material used to make transistors.

- A) Silicon
- B) Titanium oxide
- C) Carbon
- D) Strontium nitrate

Answer: A

Diff: 3

Section Ref: Electrical Switches

4) The hexadecimal number *C* represents the decimal number \_\_\_\_\_.

- A) 16
- B) 13
- C) 12
- D) 10

Answer: C

Diff: 3

Section Ref: The Base-2 (or Binary) Number System

5) Unicode is a system for representing \_\_\_\_\_.

- A) integers
- B) sounds
- C) colors
- D) characters

Answer: D

Diff: 2

Section Ref: The Base-2 (or Binary) Number System

6) Which of the following is NOT a step in the CPU machine cycle?

- A) Execute
- B) Decode
- C) Fetch
- D) Register

Answer: D

Diff: 3

Section Ref: Stage 2: The Decode Stage

7) The special memory storage areas built into the CPU are called \_\_\_\_\_.

- A) cells
- B) accumulators
- C) registers

D) buffers

Answer: C

Diff: 2

Section Ref: How the CPU Works

8) What type of memory stores frequently used instructions or data needed by the CPU?

A) Cache

B) RAM

C) ROM

D) Integrated circuits

Answer: A

Diff: 2

Section Ref: Stage 1: The Fetch Stage

9) OR and AND are examples of \_\_\_\_\_ operators.

A) logical

B) mathematical

C) statistical

D) textual

Answer: A

Diff: 1

Section Ref: Stage 3: The Execute Stage

10) The technique that enables the CPU to work on more than one instruction at the same time is called \_\_\_\_\_.

A) pipelining

B) dynamic memory allocation

C) parallel processing

D) multiprocessing

Answer: A

Diff: 2

Section Ref: Pipelining

11) The electrical switches that are built using semiconductor layers are called \_\_\_\_\_.

Answer: transistors

Diff: 2

Section Ref: Electrical Switches

12) The base-2 number system is also known as the \_\_\_\_\_ number system.

Answer: binary

Diff: 1

Section Ref: The Base-2 (or Binary) Number System

13) The hexadecimal number system is also known as the base-\_\_\_\_\_ number system.

Answer: 16

sixteen

Diff: 1

Section Ref: The Base-2 (or Binary) Number System

14) A binary digit that represents a 0 or a 1 is called a(n) \_\_\_\_\_.

Answer: bit

Diff: 1

Section Ref: The Base-2 (or Binary) Number System

15) The \_\_\_\_\_ encoding scheme for character data uses 16 bits.

Answer: Unicode

Diff: 2

Section Ref: The Base-2 (or Binary) Number System

16) The hexadecimal symbol *B* represents the decimal number \_\_\_\_\_.

Answer: 11

eleven

Diff: 3

Section Ref: The Base-2 (or Binary) Number System

17) IEEE's \_\_\_\_\_ standard describes how numbers containing fractional parts are represented in the binary number system.

Answer: floating-point

Diff: 3

Section Ref: The Base-2 (or Binary) Number System

18) \_\_\_\_\_ are the most expensive, fastest memory in a computer.

Answer: Registers

Diff: 2

Section Ref: How the CPU Works

19) \_\_\_\_\_ language consists of a series of 0s and 1s.

Answer: Machine

Diff: 1

Section Ref: Stage 2: The Decode Stage

20) The \_\_\_\_\_ controls when the CPU moves to the next processing stage.

Answer: system clock

Diff: 3

Section Ref: The System Clock

21) Mathematical operations and comparisons are performed in the \_\_\_\_\_.

Answer: arithmetic logic unit

ALU

Diff: 2

Section Ref: Stage 3: The Execute Stage

22) \_\_\_\_\_ is the final step of the CPU machine cycle.

Answer: Store

Diff: 2

Section Ref: Stage 4: The Store Stage

23) The Intel i7 Extreme Edition is a CPU that uses \_\_\_\_\_ processing.

Answer: multi-core

Diff: 3

Section Ref: Multiple Processing Efforts

24) \_\_\_\_\_ boosts a CPU's performance by working on more than one instruction at the same time.

Answer: Pipelining

Diff: 3

Section Ref: Making CPUs Even Faster

25) The \_\_\_\_\_ is used in tablet computers and smartphones.

Answer: ARM

ARM processor

Diff: 3

Section Ref: Bits & Bytes: CPU Wars

26) All data input into a computer will be stored as 0s and 1s.

Answer: TRUE

Diff: 1

Section Ref: Electrical Switches

27) A semiconductor is any material that can be controlled to either conduct electricity or prohibit the flow of electricity.

Answer: TRUE

Diff: 2

Section Ref: Electrical Switches

28) A single byte is composed of ten bits.

Answer: FALSE

Diff: 2

Section Ref: The Base-2 (or Binary) Number System

29) The ASCII code is able to represent the alphabets of all modern and historic languages.

Answer: FALSE

Diff: 2

Section Ref: The Base-2 (or Binary) Number System

30) The CPU machine cycle starts with the Fetch step.

Answer: TRUE

Diff: 1

Section Ref: How the CPU Works

31) Today's clock speeds are measured in megahertz (MHz).

Answer: FALSE

Diff: 2

Section Ref: The System Clock

32) Level 1 cache is located farther away from the CPU than Level 3 cache.

Answer: FALSE

Diff: 2

Section Ref: Stage 1: The Fetch Stage

33) The collection of commands that a CPU executes is called the instruction set.

Answer: TRUE

Diff: 2

Section Ref: Stage 2: The Decode Stage

34) The CPU is the part of the ALU that performs mathematical operations and makes comparisons.

Answer: FALSE

Diff: 2

Section Ref: Stage 3: The Execute Stage

35) Mainstreaming boosts CPU performance by enabling the CPU to work on more than one processing stage at a time.

Answer: FALSE

Diff: 2

Section Ref: Pipelining

36) Match each of the following terms to its definition:

I. register

II. control unit

III. system clock

IV. cache

V. ALU

A. manages the switches inside the CPU

B. memory that has faster access to the CPU than RAM

C. memory storage area built into the CPU

D. controls when the CPU moves to the next processing stage

E. performs mathematical calculations and makes comparison tests

Answer: C, A, D, B, E

Diff: 2

Section Ref: How the CPU Works

37) Match each of the following terms to its definition:

I. ASCII

II. decimal

III. hexadecimal

IV. Unicode

V. binary

- A. can represent the alphabets of all modern and historic languages
- B. character coding system that assigns an integer to 127 different characters
- C. number system based on 2
- D. number system based on 16
- E. number system based on 10

Answer: B, E, D, A, C

Diff: 2

Section Ref: The Base-2 (or Binary) Number System

38) Match each of the following terms to its definition:

- I. pipelining
- II. parallel processing
- III. machine language
- IV. integrated circuit
- V. semiconductor

- A. material that can be controlled to either conduct or prohibit the flow of electricity
- B. network of computers, where each computer simultaneously works on a portion of the same problem
- C. binary code for computer instructions
- D. consists of billions of transistors
- E. when the CPU can work on more than one instruction at a time

Answer: E, B, C, D, A

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e (Evans et al.)***

**Chapter 7 Networking: Connecting Computing Devices**

1) A computer \_\_\_\_\_ is two or more computers connected using software and hardware so that they can communicate with each other.

- A) network
- B) switch
- C) broadband
- D) node

Answer: A

Diff: 1

Section Ref: Networking Fundamentals

2) A \_\_\_\_\_ is a device connected to a network such as a printer or a game console.

- A) packet
- B) node
- C) NOS
- D) NIC

Answer: B

Diff: 1

Section Ref: Networking Fundamentals

3) \_\_\_\_\_ is the actual speed of data transfer that is achieved and is always less than or equal to the data transfer rate.

- A) Benchmark
- B) Broadband

- C) Bandwidth
- D) Throughput

Answer: D

Diff: 2

Section Ref: Networking Fundamentals

4) All of the following are tasks for network administration of a large organization EXCEPT

\_\_\_\_\_.

- A) installing new computers and devices on the network
- B) updating and installing new software on the network
- C) monitoring network performance
- D) purchasing initial equipment for the network

Answer: D

Diff: 2

Section Ref: Networking Fundamentals

5) Which of the following is NOT used to classify network architectures?

- A) Distance between nodes
- B) Communication medium
- C) Speed of the network
- D) Protocol used to exchange data

Answer: C

Diff: 3

Section Ref: Network Architectures

6) \_\_\_\_\_ is the maximum speed at which data can be transferred between two nodes.

- A) Throughput
- B) Bandwidth
- C) Broadband
- D) Through speed

Answer: B

Diff: 2

Section Ref: Networking Fundamentals

7) A \_\_\_\_\_ is a network located in your residence that connects to all your digital devices.

- A) MAN
- B) WAN
- C) HAN
- D) LAN

Answer: C

Diff: 2

Section Ref: Network Architectures Defined by Distance

8) A network that spans a large physical distance is called a \_\_\_\_\_.

- A) MAN
- B) LAN
- C) PAN

D) WAN

Answer: D

Diff: 2

Section Ref: Network Architectures Defined by Distance

9) A large network designed to provide access to a specific geographic area, such as a large city, is a \_\_\_\_\_.

A) MAN

B) PAN

C) LAN

D) WAN

Answer: A

Diff: 2

Section Ref: Network Architectures Defined by Distance

10) Which transmission medium transmits data the fastest?

- A) Twisted-pair cable
- B) Coaxial cable
- C) Wireless
- D) Fiber-optic cable

Answer: D

Diff: 3

Section Ref: Transmission Media

11) Normal telephone cable is a type of \_\_\_\_\_.

- A) fiber-optic cable
- B) twisted-pair cable
- C) coaxial cable
- D) Ethernet cable

Answer: B

Diff: 2

Section Ref: Transmission Media

12) A client/server network is an example of \_\_\_\_\_ administration

- A) local
- B) wide area
- C) central
- D) remote

Answer: C

Diff: 2

Section Ref: Network Architectures Defined by Levels of Administration

13) A peer-to-peer (P2P) network is an example of \_\_\_\_\_ administration.

- A) local
- B) wide area
- C) central
- D) corporate

Answer: A

Diff: 2

Section Ref: Network Architectures Defined by Levels of Administration

14) The fastest version of wireless Ethernet is \_\_\_\_\_.

- A) 802.11n
- B) 802.11g
- C) 802.11ab
- D) 802.11ac

Answer: D

Diff: 3

Section Ref: Ethernet Protocols

15) Which of the following is NOT a type of cable used in wired networks?

- A) Unshielded twisted-pair
- B) Coaxial
- C) Fiber-optic
- D) Unshielded coaxial

Answer: D

Diff: 3

Section Ref: Transmission Media

16) Which of the following is NOT a type of UTP cable you would use in a wired Ethernet network?

- A) Cat 5E
- B) Cat 6
- C) Cat 6A
- D) Cat 7B

Answer: D

Diff: 3

Section Ref: Transmission Media

17) The most popular transmission media option for wired home Ethernet networks is \_\_\_\_\_ cable.

- A) fiber-optic
- B) power-line
- C) unshielded twisted-pair (UTP)
- D) coaxial

Answer: C

Diff: 2

Section Ref: Transmission Media

18) Wireless network devices use \_\_\_\_\_ to communicate with each other.

- A) fiber optics
- B) satellites
- C) radio waves
- D) DSL

Answer: C

Diff: 2

Section Ref: Transmission Media

19) For the nodes on a network to communicate with each other and access the network, each node needs a \_\_\_\_\_.

- A) DSL modem
- B) network adapter
- C) hub
- D) router

Answer: B

Diff: 2

Section Ref: Basic Network Hardware

20) On a network, a(n) \_\_\_\_\_ helps prevent data packets from colliding with each other.

- A) router
- B) hub
- C) adapter
- D) switch

Answer: D

Diff: 2

Section Ref: Basic Network Hardware

21) Sophisticated networks generally use which of the following hardware devices to ease the flow of data through the network?

- A) Routers and switches
- B) USB ports
- C) Firewalls
- D) Firmware

Answer: A

Diff: 2

Section Ref: Basic Network Hardware

22) To transfer data packets between two or more networks, a \_\_\_\_\_ is used.

- A) router
- B) hub
- C) firewall
- D) switch

Answer: A

Diff: 2

Section Ref: Basic Network Hardware

23) Data are sent through a network in bundles called \_\_\_\_\_.

- A) packages
- B) pouches
- C) packets
- D) nodes

Answer: C

Diff: 2

Section Ref: Basic Network Hardware

24) All of the following operating systems support P2P networking EXCEPT \_\_\_\_\_.

- A) Windows
- B) OS X
- C) Unix
- D) Linux

Answer: C

Diff: 2

Section Ref: Network Software

25) Client/server networks are controlled by a central server that runs specialized software called a(n) \_\_\_\_\_.

- A) information management system (ISM)
- B) network operating system (NOS)
- C) digital subscriber line (DSL)
- D) service set identifier (SSID)

Answer: B

Diff: 2

Section Ref: Network Software

26) Which of the following is NOT a wired broadband Internet connection option?

- A) Cable
- B) Dial-up
- C) DSL
- D) Fiber-optic

Answer: B

Diff: 3

Section Ref: Wired Broadband Internet Connections

27) A(n) \_\_\_\_\_ device facilitates file sharing and data backup.

- A) NAS
- B) WAN
- C) UTP
- D) NOS

Answer: A

Diff: 2

Section Ref: Network-Attached Storage Devices

28) Using a network without the network owner's permission is known as \_\_\_\_\_.

- A) hijacking
- B) spamming
- C) piggybacking
- D) phishing

Answer: C

Diff: 2

Section Ref: Securing Wireless Networks

29) All of the following are extra precautions you can take to secure a wireless network EXCEPT \_\_\_\_\_.

- A) change your network name (SSID)
- B) enable SSID broadcast
- C) turn on security protocols
- D) create a passphrase

Answer: B

Diff: 3

Section Ref: Securing Wireless Networks

30) The unique number assigned to a network adapter by the manufacturer is referred to as the \_\_\_\_\_ address.

- A) MAC
- B) IP
- C) SSID
- D) network

Answer: A

Diff: 2

Section Ref: Securing Wireless Networks

31) The term *network* \_\_\_\_\_ refers to the design of a network.

Answer: architecture  
design

Diff: 1

Section Ref: Network Architectures

32) A(n) \_\_\_\_\_ network is one where each computer can communicate directly with the others, rather than having a separate device exercise central control over the entire network.

Answer: peer-to-peer  
P2P

Diff: 2

Section Ref: Network Architectures Defined by Levels of Administration

33) A network in which the nodes are located within a computer lab is called a(n) \_\_\_\_\_.

Answer: LAN  
local area network

Diff: 1

Section Ref: Network Architectures Defined by Distance

34) A network used to communicate among devices close to one person is called a(n) \_\_\_\_\_.

Answer: PAN  
personal area network

Diff: 1

Section Ref: Network Architectures Defined by Distance

35) Many cities in the United States now provide a(n) \_\_\_\_\_ area network to allow Internet access to residents and tourists.

Answer: metropolitan

Diff: 2

Section Ref: Network Architectures Defined by Distance

36) \_\_\_\_\_ cable is composed of four pairs of wires that are twisted around each other to reduce electrical interference.

Answer: Unshielded twisted-pair  
UTP

Diff: 2

Section Ref: Transmission Media

37) \_\_\_\_\_ cable consists of a single copper wire surrounded by layers of plastic and is used to connect cable TV.

Answer: Coaxial

Diff: 2

Section Ref: Transmission Media

38) The capability of current devices to use earlier standards is known as \_\_\_\_\_.

Answer: backward compatibility

Diff: 2

Section Ref: Ethernet Protocols

39) \_\_\_\_\_ are devices that transfer packets of data between two or more networks.

Answer: Routers

Diff: 2

Section Ref: Basic Network Hardware

40) A(n) \_\_\_\_\_ is a device that receives data packets and sends them to their intended nodes while preventing data collisions.

Answer: switch

Diff: 2

Section Ref: Basic Network Hardware

41) The server on a client/server network has specialized \_\_\_\_\_ software installed.

Answer: network operating system

NOS

Diff: 2

Section Ref: Network Software

42) \_\_\_\_\_ is often referred to as "high-speed Internet."

Answer: Broadband

Diff: 2

Section Ref: Wired Broadband Internet Connections

43) DSL uses \_\_\_\_\_ cable.

Answer: twisted-pair

Diff: 3

Section Ref: Wired Broadband Internet Connections

44) A(n) \_\_\_\_\_ network uses radio waves as its transmission medium.

Answer: wireless

Diff: 1

Section Ref: Wired Broadband Internet Connections

45) Storing files on the \_\_\_\_\_ avoids having to save them on multiple devices.

Answer: cloud

Diff: 2

Section Ref: Trends in IT: Where Should You Store Your Files? The Cloud is Calling!

46) In terms of networking, NOS stands for \_\_\_\_\_.

Answer: network operating system

Diff: 2

Section Ref: Network Software

47) A(n) \_\_\_\_\_ network is set up near a wireless network and has a sound-alike name to lure unsuspecting web surfers.

Answer: evil twin

"evil twin"

Diff: 2

Section Ref: Connecting to Wireless Networks on the Road? Beware of "Evil Twins"!

48) Public places where you can wirelessly connect to the Internet are known as \_\_\_\_\_.

Answer: hotspots

WiFi hotspots

Wi-Fi hotspots

wireless hotspots

Diff: 2

Section Ref: Wireless Internet Access

49) Someone who breaks into computer systems to create mischief or steal information is a(n)

\_\_\_\_\_.

Answer: hacker

Diff: 1

Section Ref: Securing Wireless Networks

50) When using a wireless connection, \_\_\_\_\_ translates data so that it is protected.

Answer: encryption

Diff: 2

Section Ref: Securing Wireless Networks

51) SSID stands for \_\_\_\_\_.

Answer: service set identifier

service set ID

Diff: 3

Section Ref: Securing Wireless Networks

52) All wireless networks have their own name, referred to as the \_\_\_\_\_, which is used to identify the network.

Answer: service set identifier

SSID

service set ID

Diff: 3

Section Ref: Securing Wireless Networks

53) WEP stands for \_\_\_\_\_.

Answer: wired equivalent privacy

Diff: 3

Section Ref: Securing Wireless Networks

54) WPA stands for \_\_\_\_\_.

Answer: Wi-Fi protected access

WiFi Protected access

Diff: 3

Section Ref: Securing Wireless Networks

55) \_\_\_\_\_ refers to connecting to a wireless connection without the permission of the owner.

Answer: Piggybacking

Diff: 2

Section Ref: Securing Wireless Networks

56) A printer connected to a wireless network is considered to be a node on that network.

Answer: TRUE

Diff: 1

Section Ref: Networking Fundamentals

57) Sharing files is a benefit of a network.

Answer: TRUE

Diff: 1

Section Ref: Networking Fundamentals

58) In a peer-to-peer network, one computer acts as the central computer.

Answer: FALSE

Diff: 1

Section Ref: Network Architectures Defined by Levels of Administration

59) P2P networks are most commonly used in home networks.

Answer: TRUE

Diff: 1

Section Ref: Network Architectures Defined by Levels of Administration

60) The Internet is a WAN.

Answer: TRUE

Diff: 1

Section Ref: Network Architectures Defined by Distance

61) Current wired Ethernet networks in the United States are based on the IEEE 802.11ac standard.

Answer: FALSE

Diff: 3

Section Ref: Ethernet Protocols

62) Ethernet networks are always connected using twisted-pair cable technology.

Answer: FALSE

Diff: 2

Section Ref: Transmission Media

63) Wireless network connections are slower than wired broadband connections.

Answer: TRUE

Diff: 2

Section Ref: Transmission Media

64) The most popular transmission media option for wired Ethernet networks is UTP cable.

Answer: TRUE

Diff: 2

Section Ref: Transmission Media

65) Most computers today come with Ethernet adapters already installed.

Answer: TRUE

Diff: 2

Section Ref: Basic Network Hardware

66) A router acts like a traffic signal on a network.

Answer: FALSE

Diff: 2

Section Ref: Basic Network Hardware

67) A P2P network needs network operating system software installed on every node.

Answer: FALSE

Diff: 2

Section Ref: Network Software

68) Wireless networks are more vulnerable to attack than wired networks.

Answer: TRUE

Diff: 2

Section Ref: Securing Wireless Networks

69) WEP is a stronger form of security than WPA.

Answer: FALSE

Diff: 2

Section Ref: Securing Wireless Networks

70) Limiting your signal range does not help increase wireless network security.

Answer: FALSE

Diff: 1

Section Ref: Securing Wireless Networks

71) Match each of the following network types to its definition:

I. HAN

II. MAN

III. LAN

IV. PAN

V. WAN

A. confined to a small geographic location beyond the home

B. services a residence

C. used to communicate among devices near an individual

D. covers a city

E. a network that covers a great distance

Answer: B, D, A, C, E

Diff: 1

Section Ref: Network Architectures Defined by Distance

72) Match each of the following terms to its definition:

I. fiber-optic

II. twisted pair

III. coaxial cable

IV. peer-to-peer

V. client/server

A. single copper wire surrounded by layers of plastic

B. made up of plastic or glass and transmits data at extremely fast speeds

C. each node can communicate directly with every other node on the network

D. made up of copper wires

E. central computer provides information and resources to other computers

Answer: B, D, A, C, E

Diff: 2

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its definition:

- I. server
- II. client
- III. network
- IV. piggyback
- V. node

- A. two or more computers connected together via software and hardware so they can communicate
- B. a computer, peripheral, or communication device on a network
- C. computer on which users accomplish specific tasks and make specific requests
- D. provides information and resources to other computers on a network
- E. unauthorized connection to a wireless network

Answer: D, C, A, E, B

Diff: 3

Section Ref: Multiple locations in the chapter

74) Match each of the following terms to its definition:

- I. throughput
- II. packet
- III. firmware
- IV. firewall
- V. bandwidth

- A. maximum speed at which data can be transmitted
- B. the actual speed of data transfer that is achieved on a network
- C. the format in which data is sent over transmission media
- D. hardware or software for protecting computers from hackers
- E. instructions in read-only memory

Answer: B, C, E, D, A

Diff: 2

Section Ref: Multiple locations in the chapter

75) Match each of the following terms to its definition:

- I. NOS
- II. broadband
- III. router
- IV. switch
- V. NIC

- A. directs data traffic between networks
- B. handles data traffic between nodes on the same network
- C. software used to set up and manage a network
- D. connects a node to a network
- E. high-speed Internet connection

Answer: C, E, A, B, D

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e* (Evans et al.)**

**Chapter 8 Digital Devices and Media: Managing a Digital Lifestyle**

1) The Form 1 3D printer founders used the crowdfunding site \_\_\_\_\_ to ask for \$100,000 in pledges.

- A) Jumpstart
- B) Upstart
- C) Crowdfunder
- D) Kickstarter

Answer: D

Diff: 3

Section Ref: How Cool Is This?

2) The term \_\_\_\_\_ refers to the use of a single unifying device that handles media, Internet, entertainment, and telephone needs.

- A) multimedia message service
- B) telephony
- C) mobile switching center
- D) digital convergence

Answer: D

Diff: 1

Section Ref: Digital Convergence

3) What is iOS?

- A) An operating system for mobile devices
- B) A type of application software
- C) A utility program for all mobile digital devices

D) A form of antivirus software

Answer: A

Diff: 2

Section Ref: Smartphone Components

4) The operating system of a cell phone is stored in \_\_\_\_\_.

A) RAM

B) the CPU

C) ROM

D) an SD card

Answer: C

Diff: 2

Section Ref: Smartphone Components

5) The primary input devices for smartphones are \_\_\_\_\_.

- A) keyboard and mouse
- B) microphone and touch pad
- C) microphone and mouse
- D) touch pad and digital camera

Answer: B

Diff: 1

Section Ref: Smartphone Components

6) Google \_\_\_\_\_ is an online store that delivers software for Android devices.

- A) Fun
- B) Games
- C) Play
- D) Sport

Answer: C

Diff: 2

Section Ref: Smartphone Components

7) A(n) \_\_\_\_\_ chip converts sound waves from a voice into digital signal.

- A) analog-to-digital converter
- B) digital convergence
- C) digital signal processor
- D) telephony

Answer: A

Diff: 2

Section Ref: How Cell Phone Technology Works

8) A(n) \_\_\_\_\_ is included in a cell phone to handle the compression of data for it to be quickly transmitted to another phone.

- A) analog-to-digital converter
- B) digital signal processor chip
- C) modem
- D) compression utility

Answer: B

Diff: 2

Section Ref: How Cell Phone Technology Works

9) A(n) \_\_\_\_\_ converts your voice's sound waves into digital signals.

- A) digital signal processor
- B) analog-to-digital converter chip
- C) mobile switching center
- D) base transceiver station

Answer: B

Diff: 2

Section Ref: How Cell Phone Technology Works

10) Which of the following uses radio waves to transmit data signals over short distances?

- A) VoIP
- B) Infrared
- C) Wireless access protocol
- D) Bluetooth

Answer: D

Diff: 2

Section Ref: Synchronizing

11) Many mobile devices include a micro \_\_\_\_\_ port.

- A) USB
- B) parallel
- C) serial
- D) firewire

Answer: A

Diff: 2

Section Ref: Synchronizing

12) Text messaging is also called \_\_\_\_\_.

- A) text messaging system (TMS)
- B) sending messages shortly (SMS)
- C) short text messaging (STM)
- D) short message service (SMS)

Answer: D

Diff: 2

Section Ref: Text Messaging

13) SMS messages are limited to a maximum of \_\_\_\_\_ characters.

- A) 105
- B) 160
- C) 210
- D) 245

Answer: B

Diff: 3

Section Ref: Text Messaging

14) You can send messages that include photos and videos between mobile devices using \_\_\_\_\_ technology.

- A) short message service (SMS)
- B) multimedia message service (MMS)
- C) delivery multimedia service (DMS)
- D) multimedia delivery service (MDS)

Answer: B

Diff: 2

Section Ref: Text Messaging

15) An Internet connectivity plan is also known as a \_\_\_\_\_ plan.

- A) text
- B) data
- C) mobile
- D) network

Answer: B

Diff: 1

Section Ref: Mobile Internet

16) All of the following are advantages of VoIP EXCEPT \_\_\_\_\_.

- A) low or free cost
- B) portability
- C) excellent reliability during Internet or power outages
- D) the ability to make calls on a computer from any WiFi hotspot

Answer: C

Diff: 2

Section Ref: VoIP

17) \_\_\_\_\_ is a very well-known free VoIP provider.

- A) Skype
- B) Comcast
- C) Verizon
- D) Vonage

Answer: A

Diff: 1

Section Ref: VoIP

18) The global positioning system is a network of 21 \_\_\_\_\_ plus 3 working spares.

- A) transponders
- B) satellites
- C) base stations
- D) communicators

Answer: B

Diff: 2

Section Ref: Smartphone GPS

19) A main difference between the tablet and the smartphone is the \_\_\_\_\_.

- A) operating system
- B) touch-screen interface
- C) screen size
- D) Internet connectivity

Answer: C

Diff: 1

Section Ref: Tablets

20) Which of the following mobile devices is the lightest?

- A) Ultrabook
- B) Smartphone
- C) Tablet
- D) Laptop

Answer: B

Diff: 1

Section Ref: Making a Choice

21) The distance between two near field communication (NFC) devices is limited to about

- \_\_\_\_\_.
- A) 1.5 inches
  - B) 1.5 feet
  - C) 1.5 meters
  - D) 10 meters

Answer: A

Diff: 3

Section Ref: Trends in IT: NFC Chips: Do You Have a Digital Wallet?

22) In the United States, e-books account for about \_\_\_\_\_ of all book sales.

- A) 10% to 20%
- B) 20% to 30%
- C) 30% to 40%
- D) over 50%

Answer: B

Diff: 3

Section Ref: Digital Publishing

23) \_\_\_\_\_ is digital textual information that can be stored, manipulated, and transmitted by electronic devices.

- A) Short message service
- B) SMTP
- C) E-text
- D) Digital rights management

Answer: C

Diff: 3

Section Ref: Digital Publishing

24) Your mobile device files can be synchronized using \_\_\_\_\_.

- A) a cloud service
- B) HDMI
- C) a display adapter
- D) a secure digital transmission

Answer: A

Diff: 2

Section Ref: Digital Music

25) A portable media player can play files with all of the following file extensions EXCEPT

- \_\_\_\_\_.
- A) .wmv
  - B) .mp3
  - C) .mp4
  - D) .accdb

Answer: D

Diff: 1

Section Ref: Digital Music

26) \_\_\_\_\_ allows only limited use of media that have been legally purchased.

- A) Digital rights management
- B) Copyright
- C) Copyleft
- D) Synchronizing

Answer: A

Diff: 2

Section Ref: Digital Music

27) Which of the following describes the number of times an analog wave is measured each second during an analog-to-digital conversion?

- A) Converting rate
- B) Conversion rate
- C) Simplifying rate
- D) Sampling rate

Answer: D

Diff: 2

Section Ref: Digital Music

28) Which of the following digital image formats compresses the image file?

- A) PDF
- B) WAV
- C) JPEG
- D) MPEG

Answer: C

Diff: 2

Section Ref: Digital Photography

29) Which of the following is NOT a video file extension?

- A) .jpg
- B) .mpg
- C) .avi
- D) .mov

Answer: A

Diff: 3

Section Ref: Digital Video

30) A(n) \_\_\_\_\_ cable carries all audio and video information from devices to a connected TV.

- A) HDMI
- B) S component
- C) Ethernet
- D) RJ11

Answer: A

Diff: 1

Section Ref: Digital Video

31) iOS and Android are \_\_\_\_\_ for tablets and smartphones.

Answer: operating systems

OS

OSs

OS's

Diff: 2

Section Ref: Smartphone Components

32) The Apple iPhone uses iOS, a version of Apple's \_\_\_\_\_ as its operating system.

Answer: OS X

Diff: 2

Section Ref: Smartphone Components

33) When using a cell phone, a(n) \_\_\_\_\_ converter chip changes your voice's sound waves into digital signals.

Answer: analog-to-digital

analog to digital

Diff: 3

Section Ref: Smartphone Components

34) Google \_\_\_\_\_ is an online store delivering software for mobile devices.

Answer: Play

Diff: 2

Section Ref: Smartphone Components

35) Each cell in a cellular network is a geographic area centered on a(n) \_\_\_\_\_ station, which is a large communications tower.

Answer: base transceiver

Diff: 3

Section Ref: How Cell Phone Technology Works

36) When using a cell phone, a base transceiver station picks up a request for service and then passes the request to a central location called a(n) \_\_\_\_\_.

Answer: mobile switching center

Diff: 3

Section Ref: How Cell Phone Technology Works

37) A specialized chip included in the cell phone that handles digital compression data is called the \_\_\_\_\_.

Answer: digital signal processor

Diff: 2

Section Ref: How Cell Phone Technology Works

38) \_\_\_\_\_, a technology that uses radio waves to transmit signals, allows you to synchronize your cell phone or smartphone with your desktop computer wirelessly.

Answer: Bluetooth

Diff: 2

Section Ref: Synchronizing

39) Making sure the data on two devices are the same is referred to as \_\_\_\_\_.

Answer: synchronizing

syncing

synching

Diff: 1

Section Ref: Synchronizing

40) SMS delivers messages to the appropriate mobile device using \_\_\_\_\_ technology.

Answer: store-and-forward

store and forward

Diff: 1

Section Ref: Text Messaging

41) Internet connectivity plans are usually known as \_\_\_\_\_.

Answer: data plans

Diff: 1

Section Ref: Mobile Internet

42) To keep your cell phone or smartphone number private, you should consider assigning your device a(n) \_\_\_\_\_ phone number.

Answer: virtual

Diff: 2

Section Ref: Smartphone Security

43) GPS stands for \_\_\_\_\_.

Answer: global positioning system

Diff: 1

Section Ref: Smartphone GPS

44) Two top-selling tablets are the Apple iPad and the Samsung \_\_\_\_\_.

Answer: Galaxy

Diff: 2

Section Ref: Tablets

45) A(n) \_\_\_\_\_ is the smallest computer that runs a traditional desktop operating system.

Answer: netbook

Diff: 2

Section Ref: Netbooks

46) \_\_\_\_\_ devices can communicate with each other with a single tap.

Answer: NFC

Near field communication

Diff: 2

Section Ref: Trends in IT: NFC Chips: Do You Have a Digital Wallet?

47) The main technology for e-text display on the Amazon Kindle Paperwhite and Barnes and Noble NOOK is \_\_\_\_\_.

Answer: E Ink

electronic ink

Diff: 2

Section Ref: Digital Publishing

48) The \_\_\_\_\_ is the number of times that an analog wave is measured each second in an analog-to-digital conversion.

Answer: sampling rate

Diff: 2

Section Ref: Digital Music

49) Napster used \_\_\_\_\_ sharing to transfer files between users.

Answer: P2P

peer-to-peer

Diff: 2

Section Ref: Dig Deeper: The Shift to Digital Music: A Bumpy History

50) Digital camera resolution is measured in \_\_\_\_\_.

Answer: megapixels

MP

Diff: 1

Section Ref: Digital Photography

51) The most common file types supported by digital cameras are raw uncompressed (RAW) data and \_\_\_\_\_.

Answer: JPEG

Joint Photographic Experts Group

Joint Photographic Experts Group (JPEG)

Diff: 2

Section Ref: Digital Photography

52) The \_\_\_\_\_ of a digital camera refers to the number of data points recorded for a captured image.

Answer: resolution

Diff: 2

Section Ref: Digital Photography

53) A(n) \_\_\_\_\_ is a rule that squeezes the same audio and video information into less space.

Answer: \_\_\_\_\_ codec

compression/decompression

Diff: 3

Section Ref: Digital Video

54) \_\_\_\_\_ is a term used to refer to various licensing plans that enable copyright holders to grant certain rights to the work while retaining other rights.

Answer: Copyleft

Diff: 2

Section Ref: Ethics in IT: Managing Your Copyrights: Copyleft Might Simplify Your Life

55) Inexpensive phones with modest processors and simple interfaces are called feature phones.

Answer: TRUE

Diff: 2

Section Ref: Smartphone Basics

56) Smartphones all use the Android operating system.

Answer: FALSE

Diff: 2

Section Ref: Smartphone Components

57) iPhones let you add SD flash cards.

Answer: FALSE

Diff: 1

Section Ref: Smartphone Components

58) SMS messages are limited to a maximum of 160 words.

Answer: FALSE

Diff: 3

Section Ref: Text Messaging

59) A tablet uses a full traditional operating system.

Answer: FALSE

Diff: 1

Section Ref: Netbooks

60) SMS technology sends both text and pictures.

Answer: FALSE

Diff: 2

Section Ref: Text Messaging

61) There are more virus attacks on cell phone and smartphones than there are on PCs.

Answer: FALSE

Diff: 1

Section Ref: Smartphone Security

62) VoIP can be considered an alternative to a traditional landline phone service.

Answer: TRUE

Diff: 1

Section Ref: VoIP

63) DRM-free music can legally be moved from system to system.

Answer: TRUE

Diff: 2

Section Ref: Digital Music

64) The conversion rate is the number of times per second that the analog signal is measured and converted into a digital value.

Answer: FALSE

Diff: 2

Section Ref: Digital Music

65) When converting analog waves to a series of numerical values, the higher the sampling rate, the more accurately the original wave can be re-created.

Answer: TRUE

Diff: 2

Section Ref: Digital Music

66) Raw files are larger than JPEG files.

Answer: TRUE

Diff: 2

Section Ref: Digital Photography

67) Cellular networks offer faster data-transfer speed than WiFi offers.

Answer: FALSE

Diff: 2

Section Ref: Mobile Internet

68) With Skype software installed on your phone, you can call any phone number for free.

Answer: FALSE

Diff: 2

Section Ref: VoIP

69) VoIP stands for Voice over Internet Protocol.

Answer: TRUE

Diff: 1

Section Ref: VoIP

70) Every new cell/smartphone has to include a GPS chip.

Answer: TRUE

Diff: 1

Section Ref: Smartphone GPS

71) Match each of the following terms to its definition:

I. MP3

II. PMP

III. MPEG-4

IV. GPS

V. MMS

A. technology that allows the sending of text, sound, images, and video clips

B. uses satellites to locate a device

C. digital music file format

D. portable media player

E. digital video file format

Answer: C, D, E, B, A

Diff: 3

Section Ref: Multiple locations in the chapter

72) Match each of the following terms to its definition:

I. resolution

II. Bluetooth

III. analog

IV. SMS

V. data plan

A. determines the cost and amount of data transfer for mobile devices

B. number of data points used to capture and image

C. uses radio wave to transmit data

D. text messaging

E. continuous sound or light waves

Answer: B, C, E, D, A

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its definition:

- I. tablet PC
- II. laptop
- III. smartphone
- IV. e-reader
- V. notebook

- A. combines computer functionality with telephony
- B. all the capabilities of a desktop plus portability
- C. runs a traditional OS and is lightweight
- D. device that can display e-text and has supporting tools, like note taking, bookmarks, and integrated dictionaries
- E. provides PIM capabilities, application software, and special handwriting and speech recognition capabilities

Answer: E, C, A, D, B

Diff: 3

Section Ref: Multiple locations in the chapter

74) Match each of the following terms to its definition:

- I. digital signal processor
- II. mobile switching center
- III. telephony
- IV. analog-to-digital converter
- V. codec

- A. compresses cell phone data for easy transmission
- B. the use of equipment to provide voice communications over a distance
- C. changes your voice's sound waves into digital signals
- D. central location to which a base station transfers a cell phone service request
- E. rule using hardware or software that compress audio and video information

Answer: A, D, B, C, E

Diff: 3

Section Ref: Multiple locations in the chapter

75) Match each of the following terms to its definition:

- I. copyleft
- II. sampling rate
- III. tethering
- IV. e-text
- V. digital rights management

- A. granting of certain rights to a work while retaining other rights
- B. allows only limited use of legally purchased materials
- C. connecting a computer to the Internet through a smartphone's cellular access
- D. digitized text displayed by electronic devices
- E. number of times an analog wave is measured

Answer: A, E, C, D, B

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e* (Evans et al.)**

**Chapter 9 Securing Your System: Protecting Your Digital Data and Devices**

1) All of the following were top cybercrimes reported to the IC3 in 2012 EXCEPT \_\_\_\_\_.

- A) identity theft
- B) non-auction scam
- C) advance fee fraud
- D) theft of services

Answer: D

Diff: 3

Section Ref: Cybercrime and Identity Theft

2) Which of the following is formally defined as any criminal action perpetrated primarily through the use of a computer?

- A) Social networking
- B) Cybercrime
- C) Phishing
- D) Hacking

Answer: B

Diff: 1

Section Ref: Cybercrime and Identity Theft

3) The Internet Crime Complaint Center (IC3) is a partnership between the \_\_\_\_\_.

- A) FBI and local police departments
- B) FBI and National Defense Department
- C) FBI and National White Collar Crime Center
- D) National White Collar Crime Center and U.S. Department of Defense

Answer: C

Diff: 3

Section Ref: Cybercrime and Identity Theft

4) FBI-related scams involve \_\_\_\_\_.

- A) people pretending to represent official organizations
- B) running auctions that do not exist
- C) convincing people to send money as a "good faith" gesture
- D) collecting funds and not delivering the goods

Answer: A

Diff: 2

Section Ref: Cybercrime and Identity Theft

5) Creating and distributing \_\_\_\_\_ is one of the most widespread types of cybercrimes.

- A) spam
- B) computer viruses
- C) cookies
- D) zombies

Answer: B

Diff: 2

Section Ref: Computer Viruses

6) Which of the following is NOT a virus category?

- A) worm
- B) logic bomb
- C) macro
- D) pharming

Answer: D

Diff: 3

Section Ref: Catching a Virus

7) All of the following are ways that can infect your computer with a virus EXCEPT \_\_\_\_\_.

- A) sharing flash drives
- B) downloading video files from peer-to-peer sites
- C) downloading or running an e-mail attachment file
- D) installing a manufacturer's printer driver

Answer: D

Diff: 3

Section Ref: Catching a Virus

8) \_\_\_\_\_ viruses are often transmitted by a flash drive left in a USB port.

- A) Logic bomb
- B) Boot-sector
- C) Macro
- D) Time bomb

Answer: B

Diff: 2

Section Ref: Boot-Sector Viruses

9) Which type of virus was the famous Michelangelo virus?

- A) A worm
- B) A time bomb
- C) A script virus
- D) An e-mail virus

Answer: B

Diff: 3

Section Ref: Logic Bombs and Time Bombs

10) A \_\_\_\_\_ is a virus that is triggered on a certain date.

- A) worm
- B) macro

- C) logic bomb
- D) time bomb

Answer: D

Diff: 2

Section Ref: Logic Bombs and Time Bombs

11) A(n) \_\_\_\_\_ takes advantage of file transport methods to spread on its own.

- A) worm
- B) script virus
- C) encryption virus
- D) macro virus

Answer: A

Diff: 3

Section Ref: Worms

12) A \_\_\_\_\_ is a virus that is attached to documents such as Word or Excel files.

- A) script virus
- B) macro virus
- C) polymorphic virus
- D) Trojan horse

Answer: B

Diff: 2

Section Ref: Script and Macro Viruses

13) Which of the following classifications of viruses can change its own code to avoid detection?

- A) Stealth
- B) Multipartite
- C) Polymorphic
- D) Worm

Answer: C

Diff: 2

Section Ref: Additional Virus Classifications

14) With regard to computer protection, quarantining is defined as \_\_\_\_\_.

- A) updating your antivirus software
- B) placing a found virus in a secure area on the hard drive
- C) repairing an infected file
- D) deleting an infected file

Answer: B

Diff: 1

Section Ref: Antivirus Software

15) A(n) \_\_\_\_\_ is the portion of virus code that is unique to a particular computer virus.

- A) virus signature
- B) encryption code
- C) compression code
- D) virus pattern

Answer: A

Diff: 2

Section Ref: Antivirus Software

16) \_\_\_\_\_ hackers break into systems for non-malicious reasons such as to test system security vulnerabilities.

- A) Black-hat
- B) Gray-hat
- C) White-hat
- D) Green-hat

Answer: C

Diff: 2

Section Ref: Understanding Hackers

17) A packet sniffer is a program that can enable a hacker to do all of the following EXCEPT \_\_\_\_\_.

- A) use your debit card information to purchase items illegally
- B) assume your identity
- C) steal your logons and passwords for various accounts
- D) launch a denial of service (DoS) attack on your computer

Answer: D

Diff: 3

Section Ref: Problems Hackers Can Cause

18) A \_\_\_\_\_ allows a hacker to gain access to your computer and take almost complete control of it without your knowledge.

- A) denial of service (DoS)
- B) zombie
- C) logic bomb
- D) rootkit

Answer: D

Diff: 2

Section Ref: Trojan Horses and Rootkits

19) You can block logical ports from invaders and make your computer invisible to others on the Internet by installing \_\_\_\_\_.

- A) a packet sniffer
- B) a firewall
- C) a packet filter
- D) antivirus software

Answer: B

Diff: 1

Section Ref: How Firewalls Work

20) \_\_\_\_\_ floods a computer with requests until it shuts down and refuses to answer any requests for information.

- A) A Trojan horse
- B) A polymorphic virus
- C) A DDoS attack
- D) Pretexting

Answer: C

Diff: 3

Section Ref: Denial-of-Service Attacks

21) A \_\_\_\_\_ is named after a housing construction feature that slows the spread of fires from house to house.

- A) firehouse
- B) firebreak
- C) firewall
- D) fire extinguisher

Answer: C

Diff: 1

Section Ref: Firewalls

22) Configuring a firewall to ignore all incoming packets that request access to a specific port is known as \_\_\_\_\_.

- A) packet filtering
- B) packet switching
- C) static addressing
- D) logical port blocking

Answer: D

Diff: 2

Section Ref: How Firewalls Work

23) Rules for creating passwords include all of the following EXCEPT \_\_\_\_\_.

- A) keep your password a secret
- B) change your password frequently
- C) use a dictionary to find a lengthy word that is easy to remember
- D) use letters, numbers and symbols in your passwords

Answer: C

Diff: 2

Section Ref: Creating Passwords

24) CAPTCHA stands for \_\_\_\_\_.

- A) Completely Amazing Public Turing Test to Tell Computers and Humans Apart
- B) Completely Automated Private Turing Trial to Tell Computers and Humans Apart
- C) Completely Automated Public Turing Test to Tell Computers and Humans Apart
- D) Complete Automated Public Turing Trial to Tell Computers and Humans Apart

Answer: C

Diff: 3

Section Ref: Bits & Bytes CAPTCHA: Keeping Websites Safe from Bots

25) Adware and spyware are referred to collectively as \_\_\_\_\_.

- A) viruses
- B) grayware
- C) alertware
- D) firmware

Answer: B

Diff: 2

Section Ref: Malware: Adware and Spyware

26) \_\_\_\_\_ is a program that gathers information about your surfing habits without your knowledge.

- A) Adware
- B) Ghostware
- C) Shareware
- D) Spyware

Answer: D

Diff: 2

Section Ref: Malware: Adware and Spyware

27) Which of the following statements about cookies is NOT true?

- A) Cookies obtain your personal information by searching your hard drive.
- B) Cookies are text files.
- C) Cookies help companies determine the traffic flow through their website.
- D) Some companies sell the personal information found in cookies to other companies.

Answer: A

Diff: 3

Section Ref: Cookies

28) Social \_\_\_\_\_ is any technique that uses social skills to generate human interaction that entices individuals to reveal sensitive information.

- A) engineering
- B) theft
- C) pretexting
- D) pharming

Answer: A

Diff: 2

Section Ref: Social Engineering

29) When malicious code is planted on your computer and alters your browser's ability to find web addresses, it is known as \_\_\_\_\_.

- A) phishing
- B) pharming
- C) pretexting
- D) polymorphing

Answer: B

Diff: 2

Section Ref: Phishing and Pharming

30) Using your computer for non-work activities while you are being paid to work is known as \_\_\_\_\_.

- A) cyberloafing
- B) cybersleeping
- C) cyberlazing
- D) cyberbreaking

Answer: A

Diff: 1

Section Ref: Ethics in IT: You Are Being Watched ... But Are You Aware You're Being Watched?

31) The most financially damaging cybercrime affecting individuals is \_\_\_\_\_.

Answer: identity theft

Diff: 1

Section Ref: Cybercrime and Identity Theft

32) One virus called \_\_\_\_\_ is used to trick users into downloading an infected file to their phones, which enables theft of online banking information.

Answer: Spyeye Mobile Banking

Diff: 3

Section Ref: Computer Viruses

33) For security reasons, you should be extremely wary of opening e-mail \_\_\_\_\_ such as Word files.

Answer: attachments

Diff: 1

Section Ref: Catching a Virus

34) A(n) \_\_\_\_\_ virus is a series of commands that is executed without your knowledge.

Answer: script

Diff: 2

Section Ref: Script and Macro Viruses

35) A(n) \_\_\_\_\_ virus runs a program that searches for common data files, compresses them, and makes them unusable.

Answer: encryption

Diff: 3

Section Ref: Encryption Viruses

36) A(n) \_\_\_\_\_ virus is designed to infect multiple file types in an effort to fool antivirus software.

Answer: multipartite

Diff: 3

Section Ref: Additional Virus Classifications

37) A(n) \_\_\_\_\_ virus temporarily erases its code from the files where it resides, and then hides in the active memory of the computer.

Answer: stealth

Diff: 3

Section Ref: Additional Virus Classifications

38) Another name for bots is \_\_\_\_\_.

Answer: web robots

Diff: 2

Section Ref: Bits & Bytes CAPTCHA: Keeping Websites Safe from Bots

39) During the process of \_\_\_\_\_, the antivirus software records key attributes about the files on your computer and keeps these statistics in a safe place on your hard drive.

Answer: inoculation

Diff: 2

Section Ref: Antivirus Software

40) The best defense against viruses is to install \_\_\_\_\_ software, which is specifically designed to detect viruses and protect your computer and files from harm.

Answer: antivirus

Diff: 1

Section Ref: Preventing Virus Infections

41) \_\_\_\_\_ occur when a website downloads harmful software onto your computer.

Answer: Drive-by downloads

Diff: 3

Section Ref: Software Updates

42) A(n) \_\_\_\_\_-hat hacker illegally penetrates a system simply to demonstrate the hacker's expertise to the system administrator.

Answer: grey

gray

Diff: 2

Section Ref: Understanding Hackers

43) Another name for a sniffer is a(n) \_\_\_\_\_ analyzer.

Answer: packet

Diff: 2

Section Ref: Problems Hackers Can Cause

44) A(n) \_\_\_\_\_ is composed of software programs known as bots, which run autonomously on a large number of zombie computers.

Answer: botnet

Diff: 2

Section Ref: Denial-of-Service Attacks

45) Most often, hackers initiate a DDoS attack by creating and activating \_\_\_\_\_ computers.

Answer: zombie

Diff: 2

Section Ref: Denial-of-Service Attacks

46) Devices that use a unique personal characteristic, such as a fingerprint, in place of a password are called \_\_\_\_\_ authentication devices.

Answer: biometric

Diff: 2

Section Ref: Biometric Authentication Devices

47) \_\_\_\_\_ is the act of tricking people into revealing sensitive information and is often associated with credit card fraud.

Answer: Phishing

Diff: 2

Section Ref: Phishing and Pharming

48) A(n) \_\_\_\_\_ protects a computer against power surges.

Answer: surge protector

Diff: 1

Section Ref: Power Surges

49) Spyware programs that monitor keystrokes with the intent of stealing passwords, login IDs, or credit card information are referred to as \_\_\_\_\_.

Answer: keystroke loggers

key loggers

Diff: 2

Section Ref: Malware: Adware and Spyware

50) A(n) \_\_\_\_\_ can help block unwanted, unsolicited e-mail.

Answer: spam filter

Diff: 1

Section Ref: Spam

51) Unwanted, unsolicited e-mail is referred to as \_\_\_\_\_.

Answer: spam

Diff: 1

Section Ref: Spam

52) A(n) \_\_\_\_\_ backup backs up only the files on a computer that have changed since the last time a backup was performed.

Answer: incremental

partial

Diff: 2

Section Ref: Backing Up Your Data

53) The most common kind of pretexting in cyberspace is \_\_\_\_\_.

Answer: phishing

Diff: 2

Section Ref: Social Engineering

54) \_\_\_\_\_ is malware that tries to convince you that your computer is infected with a virus.

Answer: Scareware

Diff: 2

Section Ref: Social Engineering

55) Social \_\_\_\_\_ is any technique that uses social skills to generate human interaction that entices individuals to reveal sensitive information.

Answer: engineering

Diff: 2

Section Ref: Social Engineering

56) Creating and spreading online viruses is a cybercrime.

Answer: TRUE

Diff: 2

Section Ref: Computer Viruses

57) A time bomb virus can be triggered on a certain date.

Answer: TRUE

Diff: 1

Section Ref: Logic Bombs and Time Bombs

58) All viruses cause serious destruction of computer data.

Answer: FALSE

Diff: 2

Section Ref: Computer Viruses

59) The terms *virus* and *worm* actually mean the same thing.

Answer: FALSE

Diff: 1

Section Ref: Worms

60) A macro virus is a virus that is attached to a file such as a Word document or Excel workbook.

Answer: TRUE

Diff: 2

Section Ref: Script and Macro Viruses

61) A virus signature is a portion of virus code that is unique to a particular computer virus.

Answer: TRUE

Diff: 2

Section Ref: Antivirus Software

62) Currently, there are no antivirus programs for mobile devices.

Answer: FALSE

Diff: 2

Section Ref: Antivirus Software

63) An encryption virus replicates itself onto a hard drive's master boot record.

Answer: FALSE

Diff: 1

Section Ref: Boot-Sector Viruses

64) A worm does NOT require human interaction to spread to other computers.

Answer: TRUE

Diff: 3

Section Ref: Worms

65) A zombie is another person's computer controlled by a hacker.

Answer: TRUE

Diff: 2

Section Ref: Trojan Horses and Rootkits

66) A denial-of-service attack can be used to deny hackers access to a computer system.

Answer: FALSE

Diff: 2

Section Ref: Denial-of-Service Attacks

67) A stealth virus is designed to infect multiple file types to fool the antivirus software.

Answer: FALSE

Diff: 1

Section Ref: Additional Virus Classifications

68) To create a secure password, you should use a mixture of uppercase letters, lowercase letters, and symbols.

Answer: TRUE

Diff: 1

Section Ref: Creating Passwords

69) Ethical hackers are also known as white-hat hackers.

Answer: TRUE

Diff: 1

Section Ref: Understanding Hackers

70) You should use the same password for each system or website you need to access.

Answer: FALSE

Diff: 1

Section Ref: Creating Passwords

71) Match each of the following terms to its meaning:

I. Trojan horse

II. pretexting

III. cookie

IV. botnet

V. time bomb

A. text file for storing personal preferences pertaining to websites

B. program that appears to be something useful or desirable

C. virus that is triggered by the passage of time or on a certain date

D. creating a scenario that sounds legitimate enough that someone will trust you

E. programs that run on a large number of zombie computers

Answer: B, D, A, E, C

Diff: 2

Section Ref: Multiple locations in the chapter

72) Match each of the following terms to its meaning:

- I. grey-hat hacker
- II. black-hat hacker
- III. cyberloafing
- IV. social engineering
- V. white-hat hacker

A. techniques used to manipulate people into performing actions or divulging confidential information

- B. an unethical hacker
- C. flaunts expertise to the administrator of a system
- D. an "ethical" hacker
- E. using an employer's computer for nonwork activities

Answer: C, B, E, A, D

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its meaning:

- I. packet filtering
- II. IP address
- III. firewall
- IV. CAPTCHA
- V. geotag

A. program that generates distorted text and require that it be typed into a box

- B. data attached to a photo that indicates when/where the photo was taken
- C. hardware or software for protecting computers from hackers
- D. a computer's identity on the Internet
- E. method for selectively allowing certain requests to access ports

Answer: E, D, C, A, B

Diff: 2

Section Ref: Multiple locations in the chapter

74) Match each of the following terms to its meaning:

- I. worm
- II. computer virus
- III. encryption virus
- IV. polymorphic virus
- V. logic bomb

- A. virus that is triggered when a file is opened or program is started a certain number of times
- B. attempts to travel between systems through network connections to spread an infection
- C. virus that changes its own code to avoid detection
- D. program that attaches itself to another program and attempts to spread itself to other computers through the exchange of files
- E. a program that renders your computer files unusable by compressing them

Answer: B, D, E, C, A

Diff: 3

Section Ref: Multiple locations in the chapter

75) Match each of the following terms to its meaning:

- I. spear phishing
- II. rootkit
- III. scareware
- IV. zombie
- V. spyware

- A. programs that allow hackers to gain access to your computer without your knowledge
- B. malware on your computer used to convince you that your computer has a virus
- C. a computer controlled by a hacker
- D. sending e-mails to people known to be customers of a company in an effort to get individuals to reveal sensitive data
- E. transmits information about you, such as your Internet-surfing habits

Answer: D, A, B, C, E

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e* (Evans et al.)**  
**Chapter 10 Behind the Scenes: Software Programming**

1) What is the first step of the system development life cycle (SDLC)?

- A) Design
- B) Analysis
- C) Problem and opportunity identification
- D) Development and documentation

Answer: C

Diff: 1

Section Ref: The System Development Life Cycle

2) The final step of the system development life cycle (SDLC) is \_\_\_\_\_.

- A) testing and installation
- B) maintenance and evaluation
- C) analysis
- D) design

Answer: B

Diff: 1

Section Ref: The System Development Life Cycle

3) \_\_\_\_\_ is the process of translating a task into a series of commands that a computer will use to perform the task.

- A) Debugging
- B) Programming
- C) Analyzing
- D) Diagramming

Answer: B

Diff: 1

Section Ref: The Life Cycle of a Program

4) Which of the following is the final stage of the program development life cycle (PDLC)?

- A) Making the plan
- B) Coding
- C) Testing and documentation
- D) Debugging the code

Answer: C

Diff: 1

Section Ref: The Life Cycle of a Program

5) The set of specific, sequential steps that describe exactly what a computer program must do to complete the work is called a(n) \_\_\_\_\_.

- A) flowchart
- B) structure chart
- C) algorithm
- D) pseudocode

Answer: C

Diff: 2

Section Ref: The Life Cycle of a Program

6) Which of the following provides a visual representation of the patterns of an algorithm?

- A) Flowchart
- B) Pseudocode
- C) Gantt chart
- D) Flow analysis

Answer: A

Diff: 2

Section Ref: Making a Plan: Algorithm Development

7) \_\_\_\_\_ is a combination of natural language and programming language that is used to document an algorithm.

- A) Flowcharting
- B) Pseudocode
- C) Diagramming
- D) Debugging

Answer: B

Diff: 2

Section Ref: Making a Plan: Algorithm Development

8) The keywords used in programming languages that use decisions to redirect the flow of a program are called \_\_\_\_\_.

- A) pseudocode
- B) control structures
- C) flowcharts
- D) operators

Answer: B

Diff: 2

Section Ref: Developing the Algorithm: Decision Making and Design

9) A loop decision point consists of three features: an initial value, a set of actions to be performed, and a(n) \_\_\_\_\_.

- A) class
- B) operator
- C) test condition
- D) testing plan

Answer: C

Diff: 3

Section Ref: Developing the Algorithm: Decision Making and Design

10) The flowchart shape for a process is a(n) \_\_\_\_\_.

- A) parallelogram
- B) rectangle
- C) diamond
- D) oval

Answer: B

Diff: 2

Section Ref: Developing the Algorithm: Decision Making and Design

11) \_\_\_\_\_ breaks down a problem into a series of high-level tasks and continues to break each task into successively more detailed subtasks.

- A) Object-oriented analysis
- B) Top-down design
- C) Bottom-up design
- D) Inheritance

Answer: B

Diff: 2

Section Ref: Top-Down Design

12) Object-oriented \_\_\_\_\_ are defined by the information (data) and the actions (methods) associated with them.

- A) blocks
- B) classes
- C) units
- D) fields

Answer: B

Diff: 2

Section Ref: Object-Oriented Analysis

13) In object-oriented programming, \_\_\_\_\_ allows a new class to automatically use all the data and methods of an existing class.

- A) reusability
- B) regression
- C) scalability
- D) inheritance

Answer: D

Diff: 2

Section Ref: Object-Oriented Analysis

14) The first-generation language is \_\_\_\_\_.

- A) BASIC
- B) machine language
- C) COBOL
- D) assembly language

Answer: B

Diff: 3

Section Ref: Coding: Speaking the Language of the Computer

15) The capability of moving a completed programming solution easily from one type of computer to another is known as \_\_\_\_\_.

- A) portability
- B) scalability
- C) transferability
- D) inheritance

Answer: A

Diff: 2

Section Ref: Coding: Speaking the Language of the Computer

16) SQL is an example of a \_\_\_\_\_.

- A) 2GL
- B) 3GL
- C) 4GL
- D) 5GL

Answer: C

Diff: 3

Section Ref: Coding: Speaking the Language of the Computer

17) Which statement does NOT describe fifth-generation languages?

- A) They are the most "natural" of languages.
- B) They use a set of short, English-based commands (such as SUB) that speak directly to the CPU.
- C) Problems are presented as a series of facts or constraints rather than as a specific algorithm.
- D) The system of facts can be queried.

Answer: B

Diff: 3

Section Ref: Coding: Speaking the Language of the Computer

18) Translating an algorithm into a programming language is called \_\_\_\_\_.

- A) interpreting
- B) coding
- C) compiling
- D) executing

Answer: B

Diff: 1

Section Ref: Coding: Speaking the Language of the Computer

19) The process that converts program code into machine language is called \_\_\_\_\_.

- A) documentation
- B) variable declaration
- C) compilation
- D) execution

Answer: C

Diff: 1

Section Ref: Compilation

20) \_\_\_\_\_ is the instructions programmers have written in a higher-level language.

- A) Executable code
- B) Base code
- C) Compiled code
- D) Source code

Answer: D

Diff: 3

Section Ref: Compilation

21) An integrated development environment (IDE) is a \_\_\_\_\_.

- A) program that helps interpret code
- B) tool that converts one programming language into a different programming language
- C) collection of tools that helps programmers write and test their programs
- D) program that translates code into binary 1s and 0s and ignores comments

Answer: C

Diff: 2

Section Ref: Coding Tools: Integrated Development Environments

22) Division by zero is a \_\_\_\_\_ error that is caught when the program executes.

- A) compiler
- B) runtime
- C) syntax
- D) logical

Answer: B

Diff: 2

Section Ref: Debugging: Getting Rid of Errors

23) Before its final commercial release, a(n) \_\_\_\_\_ version of software may be offered to certain test sites or to interested users free or at a reduced cost.

- A) gamma
- B) release to manufacturers (RTM)
- C) beta
- D) general availability (GA)

Answer: C

Diff: 3

Section Ref: Debugging: Getting Rid of Errors

24) \_\_\_\_\_ is a powerful programming language that can be used to create a wide range of Windows applications.

- A) Visual Basic
- B) PHP
- C) BASIC
- D) HTML

Answer: A

Diff: 2

Section Ref: Visual Basic

25) Which language is the most popular language for writing Apple OS X applications?

- A) C++
- B) HTML
- C) Objective C
- D) Java

Answer: C

Diff: 3

Section Ref: C and C++

26) A small Java-based program is called a \_\_\_\_\_.

- A) Java class
- B) JSP
- C) JavaScript
- D) Java applet

Answer: D

Diff: 1

Section Ref: Java and C#

27) Special symbols called tags are used in which of the following languages?

- A) C#
- B) Java
- C) HTML/XHTML
- D) C++

Answer: C

Diff: 1

Section Ref: HTML

28) Which of the following would NOT be used to build websites with interactive capabilities?

- A) Active Server Pages
- B) PHP (hypertext preprocessor)
- C) Fortran
- D) Java Server Pages

Answer: C

Diff: 3

Section Ref: ASP, JSP, and PHP

29) \_\_\_\_\_ enables users to define their own data-based tags and facilitates exchange of information between websites.

- A) HTML
- B) XHTML
- C) XML
- D) PHP

Answer: C

Diff: 2

Section Ref: AJAX and XML

30) Corona and Magmito can be used to develop \_\_\_\_\_.

- A) complex web applications
- B) apps for smartphones
- C) Mac software
- D) Web pages

Answer: B

Diff: 2

Section Ref: Mobile Applications

31) SDLC stands for \_\_\_\_\_.

Answer: system development life cycle

Diff: 1

Section Ref: The System Development Life Cycle

32) In a(n) \_\_\_\_\_ system, each step is dependent on the previous step.

Answer: waterfall

"waterfall"

Diff: 2

Section Ref: The System Development Life Cycle

33) A(n) \_\_\_\_\_ is a visual diagram of a process that includes any decisions that are made along the way.

Answer: flowchart

Diff: 2

Section Ref: The System Development Life Cycle

34) In the \_\_\_\_\_ phase of the SDLC, exploration of the depth of a problem and development of program specifications take place.

Answer: analysis

Analysis

Diff: 2

Section Ref: The System Development Life Cycle

35) In the "Making a Plan" step of the PDLC, a(n) \_\_\_\_\_ is written in natural, ordinary language describing exactly what the computer program is to do.

Answer: algorithm

Diff: 2

Section Ref: The Life Cycle of a Program

36) \_\_\_\_\_ is the part of the problem statement that describes what a program should do if the input data is invalid.

Answer: Error handling

Diff: 2

Section Ref: Describing the Problem: The Problem Statement

37) \_\_\_\_\_ is not actual programming code but uses words to describe the algorithm.

Answer: Pseudocode

Diff: 2

Section Ref: Making a Plan: Algorithm Development

38) The flowchart shape for a binary decision is a(n) \_\_\_\_\_.

Answer: diamond

Diff: 2

Section Ref: Making a Plan: Algorithm Development

39) A(n) \_\_\_\_\_ is a control structure that continues to be performed while a test condition is true.

Answer: loop

Diff: 2

Section Ref: Developing the Algorithm: Decision Making and Design

40) \_\_\_\_\_ design is a systematic approach that is used to break down a problem into a series of high-level tasks.

Answer: Top-down

Diff: 1

Section Ref: Top-Down Design

41) In object-oriented terms, an original class is called the \_\_\_\_\_ class.

Answer: base

Diff: 2

Section Ref: Object-Oriented Analysis

42) In object-oriented terms, a new, modified class is called the \_\_\_\_\_ class.

Answer: derived

Diff: 3

Section Ref: Object-Oriented Analysis

43) SQL stands for \_\_\_\_\_.

Answer: Structured Query Language

Diff: 3

Section Ref: Coding: Speaking the Language of the Computer

44) \_\_\_\_\_-generation languages use symbols and commands to tell the computer what to do.

Answer: Third

3rd

Diff: 3

Section Ref: Coding: Speaking the Language of the Computer

45) A(n) \_\_\_\_\_ translates source code into an intermediate form, line by line.

Answer: interpreter

Diff: 3

Section Ref: Compilation

46) A(n) \_\_\_\_\_ program is the binary sequence that has been translated from source code by a compiler for use by the CPU.

Answer: executable

Diff: 2

Section Ref: Compilation

47) A(n) \_\_\_\_\_ error is caused by not following the strict, precise set of rules for a specific programming language.

Answer: syntax

Diff: 2

Section Ref: Coding Tools: Integrated Development Environments

48) IDE stands for \_\_\_\_\_.

Answer: integrated development environment

Diff: 3

Section Ref: Coding Tools: Integrated Development Environments

49) The process of running a program over and over to find errors and make sure the program behaves in the way it should is known as \_\_\_\_\_.

Answer: debugging

Diff: 1

Section Ref: Debugging: Getting Rid of Errors

50) \_\_\_\_\_ and runtime errors are caught only when a program executes.

Answer: Logical

Diff: 2

Section Ref: Debugging: Getting Rid of Errors

51) Most browsers can execute Java \_\_\_\_\_, which are small Java-based programs.

Answer: applets

Diff: 2

Section Ref: Java and C#

52) When a large project begins, a programmer can build a(n) \_\_\_\_\_, which is a small model of what the final program will look like when it is finished.

Answer: prototype

Diff: 2

Section Ref: Visual Basic

53) The acronym HTML stands for \_\_\_\_\_.

Answer: Hypertext Markup Language

Diff: 2

Section Ref: HTML

54) HTML uses special symbols called \_\_\_\_\_ to control how information is displayed on the web.

Answer: tags

Diff: 1

Section Ref: HTML

55) The \_\_\_\_\_ language was introduced in the early 1990s and quickly became popular because its object-oriented model enables programmers to benefit from its large set of existing classes.

Answer: Java

Diff: 2

Section Ref: Java and C#

56) Data-flow diagrams trace all data in an information system from the point at which data enter the system to their final resting places.

Answer: TRUE

Diff: 2

Section Ref: The System Development Life Cycle

57) The program specification is a clear statement of the goals and objectives of the project.

Answer: TRUE

Diff: 1

Section Ref: The System Development Life Cycle

58) During the program debugging stage, the people who will use the program test the software.

Answer: FALSE

Diff: 2

Section Ref: The Life Cycle of a Program

59) Data are the raw inputs that users have at the start of the job.

Answer: TRUE

Diff: 1

Section Ref: Describing the Problem: The Problem Statement

60) The standard set of vocabulary for pseudocode is specific and detailed.

Answer: FALSE

Diff: 1

Section Ref: Making a Plan: Algorithm Development

61) The flowchart shape for input or output is an oval.

Answer: FALSE

Diff: 2

Section Ref: Making a Plan: Algorithm Development

62) A data-flow diagram provides a visual representation of an algorithm.

Answer: FALSE

Diff: 3

Section Ref: Making a Plan: Algorithm Development

63) Bottom-up design is a systematic approach in which a problem is broken into a series of high-level tasks.

Answer: FALSE

Diff: 1

Section Ref: Top-Down Design

64) When programmers need to create several different examples of a class, each is known as an object.

Answer: TRUE

Diff: 2

Section Ref: Object-Oriented Analysis

65) *Inheritance* means that the data and methods of an existing class can be extended and customized to fit a new class.

Answer: TRUE

Diff: 1

Section Ref: Object-Oriented Analysis

66) PROLOG is an example of a fourth-generation programming language.

Answer: FALSE

Diff: 3

Section Ref: Coding: Speaking the Language of the Computer

67) Second-generation languages are also known as assembly languages.

Answer: TRUE

Diff: 2

Section Ref: Coding: Speaking the Language of the Computer

68) A compiler translates the source code into an intermediate form, line by line.

Answer: FALSE

Diff: 1

Section Ref: Compilation

69) One IDE can often be configured to support many different languages.

Answer: TRUE

Diff: 2

Section Ref: Coding Tools: Integrated Development Environments

70) Syntax errors are caught only when a program executes.

Answer: FALSE

Diff: 1

Section Ref: Debugging: Getting Rid of Errors

71) Match each of the following generations to its language:

I. 1GL

II. 2GL

III. 3GL

IV. 4GL

V. 5GL

A. assembly language

B. SQL

C. machine language

D. PROLOG

E. COBOL

Answer: C, A, E, B, D

Diff: 3

Section Ref: Coding: Speaking the Language of the Computer

72) Match each of the following terms to its definition:

- I. portability
- II. reusability
- III. inheritance
- IV. method
- V. data

- A. a new class can automatically pick up data and methods of an existing class
- B. the capability to move a completed solution easily from one type of computer to another
- C. the ability to apply classes from other projects to a new project
- D. an object oriented function or behavior
- E. raw input

Answer: B, C, A, D, E

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its definition:

- I. source code
- II. syntax
- III. compiler
- IV. interpreter
- V. operator

- A. program that translates code into binary 0s and 1s and ignores comments
- B. agreed-on set of rules defining how the language must be structured
- C. translates source code line by line into an intermediate form
- D. coding symbol that represents a fundamental action of a language
- E. programmers' instructions written in a higher-level language

Answer: E, B, A, C, D

Diff: 3

Section Ref: Multiple locations in the chapter

74) Match each of the following steps of SDLC development to its position in the development process.

- I. development
- II. design
- III. analysis
- IV. testing and installation
- V. problem/opportunity identification

- A. first step
- B. second step
- C. third step
- D. fourth step
- E. fifth step

Answer: D, C, B, E, A

Diff: 3

Section Ref: The System Development Life Cycle

75) Match each of the following terms to its definition:

- I. pseudocode
- II. error handling
- III. source code
- IV. binary decision
- V. variable

- A. program instructions written in a higher-level language
- B. text-based approach to documenting an algorithm
- C. items allocated storage space in RAM
- D. managing what a program should do if input data are invalid
- E. can be answered in only two ways (for example, yes/no)

Answer: B, D, A, E, C

Diff: 2

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e* (Evans et al.)**

**Chapter 11 Behind the Scenes: Databases and Information Systems**

1) A \_\_\_\_\_ is a group of related data that can be stored, sorted, organized, and queried.

- A) database
- B) spreadsheet
- C) memo
- D) macro

Answer: A

Diff: 1

Section Ref: Database Building Blocks

2) If a school keeps two lists, one for student registration and one for student financial information, both containing name and address information, this is an example of data \_\_\_\_\_.

- A) integrity
- B) redundancy
- C) completeness
- D) normalization

Answer: B

Diff: 2

Section Ref: Databases versus Lists

3) Data \_\_\_\_\_ ensures that the data contained in a database is accurate and reliable.

- A) efficiency
- B) integrity
- C) redundancy
- D) consistency

Answer: B

Diff: 2

Section Ref: Advantages of Using Databases

4) Data \_\_\_\_\_ helps to ensure data integrity by maintaining information in only one place.

- A) flexibility
- B) redundancy
- C) mapping
- D) centralization

Answer: D

Diff: 2

Section Ref: Advantages of Using Databases

5) In a database, the term \_\_\_\_\_ is synonymous with a category of information.

- A) field
- B) record
- C) row
- D) table

Answer: A

Diff: 2

Section Ref: Database Terminology

6) In a database, a group of related records is referred to as a(n) \_\_\_\_\_.

- A) memo
- B) field
- C) object
- D) table

Answer: D

Diff: 2

Section Ref: Database Terminology

7) In a Microsoft Access database, the Gettysburg Address would be stored in a(n) \_\_\_\_\_ field.

- A) text
- B) long text
- C) short text
- D) object

Answer: B

Diff: 2

Section Ref: Planning and Creating the Database

8) You can set a \_\_\_\_\_, which is automatically displayed in a field unless the user enters something different.

- A) default value
- B) relation
- C) field type
- D) numeric check

Answer: A

Diff: 2

Section Ref: Planning and Creating the Database

9) Which of the following is NOT a likely primary key?

- A) Driver's license number
- B) Date of birth
- C) Student ID number
- D) Social Security number

Answer: B

Diff: 1

Section Ref: Using Primary Keys

10) \_\_\_\_\_ is used to ensure that data is organized most efficiently.

- A) Consistency checking
- B) Validation
- C) Normalization
- D) Range checking

Answer: C

Diff: 2

Section Ref: Using Primary Keys

11) \_\_\_\_\_ databases are the most frequently used electronic databases.

- A) Relational
- B) Flat-file
- C) Multidimensional
- D) Object-oriented

Answer: A

Diff: 3

Section Ref: Database Types

12) A \_\_\_\_\_ relationship indicates that for each record in a table, there is only a single corresponding record in a related table.

- A) many-to-one
- B) one-to-many
- C) one-to-one
- D) many-to-many

Answer: C

Diff: 1

Section Ref: Relational Databases

13) \_\_\_\_\_ means that for each value in the foreign key of one table, there is a corresponding value in the primary key of another table.

- A) Referential integrity
- B) Normalization
- C) Database consistency
- D) Record integrity

Answer: A

Diff: 3

Section Ref: Relational Databases

14) Nontraditional data such as audio clips, video clips, pictures, and very large documents are called \_\_\_\_\_ data.

- A) enterprise
- B) structured
- C) unstructured
- D) multidimensional

Answer: C

Diff: 3

Section Ref: Object-Oriented Databases

15) Data in a multidimensional database is organized in a \_\_\_\_\_ format.

- A) linear
- B) modular
- C) cube
- D) cellular

Answer: C

Diff: 2

Section Ref: Multidimensional Databases

16) A \_\_\_\_\_ check would be used to restrict the fines for speeding violations from \$50 to \$250.

- A) completeness
- B) range
- C) consistency
- D) numeric

Answer: B

Diff: 2

Section Ref: Data Validation

17) A(n) \_\_\_\_\_ check determines whether a required field such as LastName was filled in.

- A) completeness
- B) range
- C) consistency
- D) alphabetic

Answer: A

Diff: 2

Section Ref: Data Validation

18) A \_\_\_\_\_ check compares the values of data in two or more fields to see whether those values are reasonable.

- A) correctness
- B) range
- C) consistency
- D) numeric

Answer: C

Diff: 1

Section Ref: Data Validation

19) You would use a \_\_\_\_\_ to temporarily display records of residents of the city of Boston.

- A) sieve
- B) filter
- C) validation rule
- D) field constraint

Answer: B

Diff: 2

Section Ref: Extracting or Querying Data

20) A(n) \_\_\_\_\_ is a way of retrieving information from one or more tables that defines a particular subset of data.

- A) validation rule
- B) field constraint
- C) enquiry
- D) query

Answer: D

Diff: 2

Section Ref: Extracting or Querying Data

21) A \_\_\_\_\_ displays a subset of data from a table (or tables) based on the specified criteria.

- A) table query
- B) join query
- C) select query
- D) criteria query

Answer: C

Diff: 3

Section Ref: Dig Deeper: Structured Query Language (SQL)

22) SQL uses \_\_\_\_\_ to extract records from a database by using English-like expressions that have variables and operations.

- A) Boolean algebra
- B) relational algebra
- C) primary keys
- D) foreign keys

Answer: B

Diff: 3

Section Ref: Dig Deeper: Structured Query Language (SQL)

23) \_\_\_\_\_ involves putting data into an electronic file in a format that another application can recognize.

- A) Exporting
- B) Importing
- C) Enhancing
- D) Extracting

Answer: A

Diff: 2

Section Ref: Outputting Data

24) A data \_\_\_\_\_ is a large-scale electronic repository of data that contains and organizes all of an organization's data in one place.

- A) mart
- B) chain
- C) warehouse
- D) storehouse

Answer: C

Diff: 2

Section Ref: Data Warehouses

25) Data staging consists of all of the following steps, EXCEPT \_\_\_\_\_.

- A) transforming the data
- B) mining the data
- C) storing the data in a warehouse
- D) extracting the data

Answer: B

Diff: 3

Section Ref: Data Staging

26) A(n) \_\_\_\_\_ is designed to improve communications and help employees complete their routine tasks.

- A) office support system (OSS)
- B) transaction-processing system (TPS)
- C) management information system (MIS)
- D) decision support system (DSS)

Answer: A

Diff: 1

Section Ref: Office Support Systems

27) In a transaction-processing system (TPS), if the TPS database can be queried and updated while the transaction is taking place, this is called \_\_\_\_\_ processing.

- A) direct
- B) batch
- C) real-time
- D) immediate

Answer: C

Diff: 2

Section Ref: Transaction-Processing Systems

28) Management information systems (MIS) provide reports called \_\_\_\_\_ reports, which show conditions that are unusual or need attention from users of the system.

- A) detail
- B) summary
- C) exception
- D) expert

Answer: C

Diff: 2

Section Ref: Management Information Systems

29) The Siri personal assistant application on Apple's iPhone 5s is an example of a \_\_\_\_\_.

- A) natural language processing (NLP) system
- B) decision support system (DSS)
- C) management information system (MIS)
- D) database management system (DBMS)

Answer: A

Diff: 3

Section Ref: Decision Support Systems

30) \_\_\_\_\_ is the branch of computer science that attempts to create computers that think like humans.

- A) Natural language processing
- B) Expert systems
- C) Artificial intelligence
- D) Enterprise resource planning

Answer: C

Diff: 1

Section Ref: Decision Support Systems

31) A database that allows data to be maintained in a single location provides data \_\_\_\_\_.

Answer: centralization

Diff: 2

Section Ref: Advantages of Using Databases

32) A group of related records is called a(n) \_\_\_\_\_.

Answer: table

Diff: 1

Section Ref: Database Terminology

33) Data that describe other data are called \_\_\_\_\_.

Answer: metadata

Diff: 2

Section Ref: Database Terminology

34) In a database, another term for a table is a(n) \_\_\_\_\_.

Answer: file

Diff: 2

Section Ref: Database Terminology

35) In a Microsoft Access database, an active web address is stored as a(n) \_\_\_\_\_ field.

Answer: hyperlink

Diff: 3

Section Ref: Planning and Creating the Database

36) When working with a relational data base, each record must have a(n) \_\_\_\_\_ key field, which has a value unique to that record.

Answer: primary

Diff: 1

Section Ref: Using Primary Keys

37) In a relational database, a(n) \_\_\_\_\_ relationship indicates that a record that appears only one time in a table, may appear multiple times in a related table.

Answer: one-to-many

one to many

Diff: 1

Section Ref: Relational Databases

38) Referential integrity means that for each value in the \_\_\_\_\_ field of a table, there is a corresponding value in the primary key of the related table.

Answer: foreign key

Diff: 2

Section Ref: Relational Databases

39) \_\_\_\_\_ databases are better at handling unstructured data such as audio clips, video clips, and pictures.

Answer: Object-oriented

Diff: 2

Section Ref: Object-Oriented Databases

40) A(n) \_\_\_\_\_ database stores data in more than two dimensions, as opposed to relational databases, which store data in two-dimensional tables.

Answer: multidimensional

multi-dimensional

Diff: 2

Section Ref: Multidimensional Databases

41) A data dictionary is also referred to as a(n) \_\_\_\_\_.

Answer: database schema

Diff: 2

Section Ref: Planning and Creating the Database

42) A(n) \_\_\_\_\_ provides a view of data fields to be filled in with appropriate labels to assist a user in entering data into the database.

Answer: input form

Diff: 2

Section Ref: Inputting Data

43) \_\_\_\_\_ is the process of ensuring that the data entered into a field meets specified guidelines.

Answer: Validation

Diff: 2

Section Ref: Data Validation

44) A field \_\_\_\_\_ is a property that must be met before an entry can be accepted into the field.

Answer: constraint

Diff: 2

Section Ref: Data Validation

45) To temporarily display records from a single table that match certain criteria, you would use a(n) \_\_\_\_\_.

Answer: filter

Diff: 2

Section Ref: Extracting or Querying Data

46) When using SQL, a(n) \_\_\_\_\_ query is used to extract data from two or more tables.

Answer: join

Diff: 2

Section Ref: Dig Deeper: Structured Query Language (SQL)

47) The data in a data warehouse are \_\_\_\_\_, meaning they do not all pertain to one period in time.

Answer: time-variant

Diff: 3

Section Ref: Data Warehouses

48) \_\_\_\_\_ data are information about how users of a company's website move through the web pages.

Answer: Clickstream

Diff: 2

Section Ref: Populating Data Warehouses

49) When creating a data warehouse, \_\_\_\_\_ is the process that extracts data from source databases, reformats the data, and stores them in the warehouse.

Answer: data staging

Diff: 2

Section Ref: Data Staging

50) A(n) \_\_\_\_\_ is created from a large data business warehouse to analyze a single component of the business.

Answer: data mart

Diff: 3

Section Ref: Data Marts

51) A business that updates its records all at once at the end of the business day uses \_\_\_\_\_ processing.

Answer: batch

Diff: 2

Section Ref: Transaction-Processing Systems

52) A(n) \_\_\_\_\_ report provides a consolidated picture of detailed data and usually includes some calculation or visual displays of information.

Answer: summary

Diff: 3

Section Ref: Management Information Systems

53) A(n) \_\_\_\_\_ tries to replicate the decision-making processes of human experts to solve specific problems.

Answer: expert system

Diff: 1

Section Ref: Decision Support Systems

54) \_\_\_\_\_ is used to analyze large amounts of data and identify unseen patterns or trends.

Answer: Data mining

Diff: 2

Section Ref: Data Mining

55) Data redundancy ensures that the data contained in the database is accurate and reliable.

Answer: FALSE

Diff: 2

Section Ref: Databases versus Lists

56) A large data mart might require a database administrator to design, construct, and maintain it.

Answer: FALSE

Diff: 1

Section Ref: Advantages of Using Databases

57) A group of related records is called a table.

Answer: TRUE

Diff: 2

Section Ref: Database Terminology

58) An employee's ID number, name, company position, address, city, state, and Zip Code make up a record.

Answer: TRUE

Diff: 1

Section Ref: Database Terminology

59) When using Access, the text of the Gettysburg Address would be stored in a short text field.

Answer: FALSE

Diff: 3

Section Ref: Database Terminology

60) Employees' last names would usually make an appropriate primary-key field.

Answer: FALSE

Diff: 1

Section Ref: Using Primary Keys

61) Normalization means that there are no data entry errors in a database.

Answer: FALSE

Diff: 1

Section Ref: Using Primary Keys

62) In a relational database, when two tables have a common field, the link between the tables is known as a hyperlink.

Answer: FALSE

Diff: 1

Section Ref: Relational Databases

63) A database schema defines the name, data type, and length of each field in the database.

Answer: TRUE

Diff: 2

Section Ref: Planning and Creating the Database

64) A last name field is an example of a field that should have a default value.

Answer: FALSE

Diff: 2

Section Ref: Planning and Creating the Database

65) Most databases can import electronic data from other software applications.

Answer: TRUE

Diff: 1

Section Ref: Inputting Data

66) A filter is limited to extracting data from a single table.

Answer: TRUE

Diff: 1

Section Ref: Extracting or Querying Data

67) The information in a data mart spans an entire enterprise.

Answer: FALSE

Diff: 2

Section Ref: Data Marts

68) Real-time processing means that transactions are updated when they occur.

Answer: TRUE

Diff: 1

Section Ref: Transaction-Processing Systems

69) A summary report provides a list of the transactions that occurred during a specified time period.

Answer: FALSE

Diff: 1

Section Ref: Management Information Systems

70) Data mining analyzes and investigates large amounts of data with the intention of discovering significant patterns or trends.

Answer: TRUE

Diff: 2

Section Ref: Data Mining

71) Match each of the following terms to its definition:

I. field

II. database

III. record

IV. table

V. primary key

A. a group of related fields

B. a category of information in a database

C. a collection of related data that can be stored, sorted, organized, and queried

D. a field that has a value unique to each record

E. a group of related records

Answer: B, C, A, E, D

Diff: 3

Section Ref: Multiple locations in the chapter

72) Match each of the following terms to its definition:

- I. data mining
- II. expert system
- III. data mart
- IV. artificial intelligence
- V. data staging

- A. process that extracts data from source databases, reformats the data, and stores them in a warehouse
- B. includes transforming data to fit into a data warehouse
- C. process by which great amounts of data are analyzed and investigated
- D. software that tries to replicate the decision making of human specialists
- E. attempts to create computers that think like humans

Answer: C, D, A, E, B

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its definition:

- I. office support system (OSS)
- II. natural language processing (NLP)
- III. management information system (MIS)
- IV. decision support system (DSS)
- V. enterprise resource planning (ERP) system

- A. provides managers with timely and accurate information
- B. software system that integrates multiple system data sources and ties together the various processes of an organization
- C. helps managers develop solutions for specific problems
- D. assists employees in day-to-day tasks and communication
- E. communicates with computer systems using a natural spoken or written language

Answer: D, E, A, C, B

Diff: 3

Section Ref: Business Intelligence Systems

74) Match each of the following terms to its definition:

- I. data warehouse
- II. batch processing
- III. relational database
- IV. real-time processing
- V. data dictionary

- A. when a database is queried and updated as a transaction is taking place
- B. organizes data into various tables based on logical groupings
- C. defines the name, data type, and length of each field in a database
- D. large-scale repository of data
- E. transaction data that are processed all at once

Answer: D, E, B, A, C

Diff: 3

Section Ref: Multiple locations in the chapter

75) Match the following data checks to their definition:

- I. alphabetic
- II. numeric
- III. completeness
- IV. consistency
- V. range

- A. ensures data entered into the database fall within a certain set of values
- B. ensures that all required fields have data entered into them
- C. confirms that only numbers are entered into a field
- D. confirms that only textual characters are entered into a field
- E. compares values in two or more fields to see whether the values are reasonable

Answer: D, C, B, E, A

Diff: 3

Section Ref: Data Validation

***Technology In Action, Complete, 11e* (Evans et al.)**

**Chapter 12 Behind the Scenes: Networking and Security in the Business World**

1) A \_\_\_\_\_ is a group of two or more computers, or nodes, designed to share information and resources.

- A) router
- B) bus
- C) bridge
- D) network

Answer: D

Diff: 1

Section Ref: Client/Server Network Basics

2) A \_\_\_\_\_ network can contain servers as well as individual computers.

- A) client/server
- B) peer-to-peer
- C) switch
- D) distributed

Answer: A

Diff: 1

Section Ref: Comparing Client/Server and Peer-to-Peer Networks

3) In a \_\_\_\_\_ network, each node connected to the network communicates directly with every other node.

- A) client/server
- B) peer-to-peer
- C) router
- D) bridge

Answer: B

Diff: 1

Section Ref: Comparing Client/Server and Peer-to-Peer Networks

4) The computers in a lab on a floor of a building would be connected using a \_\_\_\_\_.

- A) WAN
- B) LAN
- C) MAN
- D) PAN

Answer: B

Diff: 2

Section Ref: Types of Client/Server Networks

5) A \_\_\_\_\_ uses the Internet communications infrastructure to build a secure and private network.

- A) PAN
- B) WAN
- C) VPN
- D) HAN

Answer: C

Diff: 2

Section Ref: Types of Client/Server Networks

6) A(n) \_\_\_\_\_ server tracks who is logging on to the network as well as which services on the network are available to each user.

- A) application
- B) authentication
- C) dedicated
- D) file

Answer: B

Diff: 2

Section Ref: Authentication and File Servers

7) A(n) \_\_\_\_\_ server is a server that stores and manages files for network users.

- A) file
- B) e-mail
- C) print
- D) database

Answer: A

Diff: 1

Section Ref: Authentication and File Servers

8) A print server uses a print \_\_\_\_\_ as a software holding area for jobs waiting to be printed.

- A) stack
- B) spooler
- C) logger
- D) heap

Answer: B

Diff: 3

Section Ref: Print Servers

9) Which of the following is NOT a common network topology?

- A) Star
- B) Cluster
- C) Linear bus
- D) Ring

Answer: B

Diff: 3

Section Ref: Network Topologies

10) A \_\_\_\_\_ is a set of rules for how information and communication are exchanged.

- A) protocol
- B) token
- C) frame
- D) packet

Answer: A

Diff: 2

Section Ref: Network Topologies

11) Ring networks use the \_\_\_\_\_ method to avoid data collisions.

- A) packet screening
- B) active-check
- C) token
- D) passive-check

Answer: C

Diff: 2

Section Ref: Ring Topology

12) The ends of the cable in a bus network use a(n) \_\_\_\_\_ to absorb signals so that they are not reflected back to network components that have already received the signals.

- A) endcap
- B) terminator
- C) stopper
- D) block

Answer: B

Diff: 3

Section Ref: Bus Topology

13) In a \_\_\_\_\_ network, data collisions can occur fairly easily because the network is essentially composed of a single cable.

- A) Star
- B) Bus
- C) Hierarchical
- D) Cluster

Answer: B

Diff: 3

Section Ref: Bus Topology

14) Which of the following is the most commonly used client/server network topology?

- A) Star
- B) Cluster
- C) Ring
- D) Hierarchical

Answer: A

Diff: 2

Section Ref: Star Topology

15) In an Ethernet network, the signal that is sent to indicate a signal collision is called a \_\_\_\_\_ signal.

- A) hit
- B) crash
- C) stop
- D) jam

Answer: D

Diff: 3

Section Ref: Star Topology

16) A \_\_\_\_\_ topology uses more than one topology when building a network.

- A) hybrid
- B) multiple-use
- C) fusion
- D) crossover

Answer: A

Diff: 2

Section Ref: Comparing Topologies

17) \_\_\_\_\_ is the amount of data that can be transmitted across a transmission medium in a certain amount of time.

- A) Data capacity
- B) Scalability
- C) Bandwidth
- D) Infusion

Answer: C

Diff: 3

Section Ref: Transmission Media

18) Which of the following is NOT a factor to consider when selecting network cabling?

- A) Cable diameter
- B) Interference
- C) Maximum run length
- D) Bandwidth

Answer: A

Diff: 3

Section Ref: Wired Transmission Media

19) \_\_\_\_\_ cable is NOT subject to electromagnetic interference or radio frequency interference.

- A) Twisted-pair
- B) Fiber-optic
- C) Polycarbonate
- D) Coaxial

Answer: B

Diff: 2

Section Ref: Wired Transmission Media

20) For business networks, which of the following is NOT a main cable type?

- A) Twisted-pair
- B) Duplex
- C) Coaxial
- D) Fiber-optic

Answer: B

Diff: 3

Section Ref: Wired Transmission Media

21) Most home networks use \_\_\_\_\_ cable, which is most susceptible to interference.

- A) fiber-optic
- B) unshielded twisted-pair
- C) wi-fi
- D) coaxial

Answer: B

Diff: 2

Section Ref: Twisted-Pair Cable

22) \_\_\_\_\_ is the standard communications protocol used on most client/server networks.

- A) Ethernet
- B) NOS
- C) TCP/IP
- D) VPN

Answer: A

Diff: 3

Section Ref: Network Adapters

23) The physical address assigned each network adapter is called its \_\_\_\_\_.

- A) network access control (NAC)
- B) physical address control (PAC)
- C) network physical address (NPA)
- D) media access control (MAC)

Answer: D

Diff: 2

Section Ref: MAC Addresses

24) A(n) \_\_\_\_\_ address is the address that external entities use when communicating with your network.

- A) ALU
- B) MAC
- C) WAP
- D) IP

Answer: D

Diff: 2

Section Ref: MAC Addresses

25) A \_\_\_\_\_ sends data from one collision domain to another.

- A) switch
- B) bridge
- C) link
- D) router

Answer: B

Diff: 2

Section Ref: Switches and Bridges

26) A \_\_\_\_\_ sends data between two networks.

- A) repeater
- B) switch
- C) hub
- D) router

Answer: D

Diff: 2

Section Ref: Routers

27) A \_\_\_\_\_ keeps your computer safe by determining who is trying to access it.

- A) gateway
- B) firewall
- C) hub
- D) switch

Answer: B

Diff: 1

Section Ref: Firewalls

28) Packet \_\_\_\_\_ is a form of protection for your computer that looks at each packet that comes into your computer network.

- A) viewing
- B) sniffing
- C) scanning
- D) screening

Answer: D

Diff: 3

Section Ref: Firewalls

29) A(n) \_\_\_\_\_ server is a heavily secured server located between a company's secure internal network and its firewall.

- A) transitional
- B) armored
- C) bastion host
- D) proxy

Answer: C

Diff: 2

Section Ref: Firewalls

30) Configuring an account to disable itself after a set number of login attempts using invalid passwords is a method of countering a \_\_\_\_\_.

- A) brute force attack
- B) spammer
- C) worm
- D) Trojan horse

Answer: A

Diff: 3

Section Ref: Network Security for Client/Server Networks

31) A(n) \_\_\_\_\_ network is often the type of network that is set up in a home or very small business.

Answer: peer-to-peer

P2P

Diff: 2

Section Ref: Comparing Client/Server and Peer-to-Peer Networks

32) \_\_\_\_\_ means that additional users can easily be added without affecting the performance of the other network nodes.

Answer: Scalability

Diff: 2

Section Ref: Comparing Client/Server and Peer-to-Peer Networks

33) A(n) \_\_\_\_\_ is made up of two or more LANs that are miles apart.

Answer: WAN

wide area network

Diff: 2

Section Ref: Types of Client/Server Networks

34) A(n) \_\_\_\_\_ is used exclusively by a select group of employees, customers, suppliers, volunteers, or supporters.

Answer: intranet

Diff: 2

Section Ref: Types of Client/Server Networks

35) \_\_\_\_\_ technology places data packets inside other data packets.

Answer: Tunneling

Diff: 3

Section Ref: Types of Client/Server Networks

36) A(n) \_\_\_\_\_ is an area of an intranet to which only certain corporations or individuals can access.

Answer: extranet

Diff: 2

Section Ref: Types of Client/Server Networks

37) A(n) \_\_\_\_\_ server is maintained by a hosting company and is connected to networks using the Internet.

Answer: cloud

Diff: 2

Section Ref: Web Servers and Cloud Servers

38) A(n) \_\_\_\_\_ server is a server used to fulfill one specific purpose.

Answer: dedicated

Diff: 1

Section Ref: Servers

39) A library book reservation service is a good example of a use for a(n) \_\_\_\_\_ server.

Answer: database

Diff: 2

Section Ref: Application Servers

40) A(n) \_\_\_\_\_ server is used to host an Internet site.

Answer: Web

Diff: 1

Section Ref: Web Servers and Cloud Servers

41) A ring topology is also known as a(n) \_\_\_\_\_ topology.

Answer: loop

Diff: 2

Section Ref: Ring Topology

42) Because of its centralized design, a(n) \_\_\_\_\_ topology is the simplest to troubleshoot and repair.

Answer: star

Diff: 2

Section Ref: Star Topology

43) Fluorescent lights and machinery with motors or transformers are common sources of \_\_\_\_\_ emissions.

Answer: Electromagnetic interference

EMI

Diff: 1

Section Ref: Wired Transmission Media

44) \_\_\_\_\_ interference is a type of network interference for cable transmission media that can be caused by nearby television or radio signals.

Answer: Radio frequency

RF

Diff: 1

Section Ref: Wired Transmission Media

45) A(n) \_\_\_\_\_ cable contains a glass or plastic core.

Answer: fiber-optic

fiber optic

Diff: 1

Section Ref: Fiber-Optic Cable

46) \_\_\_\_\_ cable is the most costly to install.

Answer: Fiber-optic

Diff: 2

Section Ref: Fiber-Optic Cable

47) A(n) \_\_\_\_\_ provides wireless devices with a sending and receiving connection point to the network.

Answer: wireless access point

WAP

Diff: 1

Section Ref: Network Adapters

48) NIC stands for \_\_\_\_\_.

Answer: network interface card

Diff: 2

Section Ref: Network Adapters

49) A(n) \_\_\_\_\_ is a group of data packets that are sent together.

Answer: frame

Diff: 3

Section Ref: MAC Addresses

50) A(n) \_\_\_\_\_ is a device that reads information from a magnetic strip on the back of a credit card-like identification card.

Answer: access card reader

card reader

Diff: 2

Section Ref: Physical Protection Measures

51) \_\_\_\_\_ is the process that requires users to prove that they have permission to access a computer network.

Answer: Authentication

Diff: 2

Section Ref: Authentication

52) A(n) \_\_\_\_\_ can often be equipped to act as a hardware firewall.

Answer: router

Diff: 2

Section Ref: Firewalls

53) A(n) \_\_\_\_\_ server acts as a liaison between an internal network and an external network.

Answer: proxy

Diff: 2

Section Ref: Firewalls

54) Retinal scanning is an example of \_\_\_\_\_ authentication.

Answer: biometric

Diff: 1

Section Ref: Physical Protection Measures

55) Identification badges and smart keys are examples of \_\_\_\_\_ objects that users carry to identify themselves and that allow them access to a computer system or computer facility.

Answer: possessed

Diff: 2

Section Ref: Client/Server Network Security

56) P2P networks become difficult to manage when they exceed five users.

Answer: FALSE

Diff: 2

Section Ref: Networking Advantages

57) In a client/server network, each network node communicates directly with every other node on the network.

Answer: FALSE

Diff: 2

Section Ref: Comparing Client/Server and Peer-to-Peer Networks

58) An international company like Microsoft would use a MAN to connect all of its computers.

Answer: FALSE

Diff: 2

Section Ref: Types of Client/Server Networks

59) Data flows in both directions in a ring network.

Answer: FALSE

Diff: 2

Section Ref: Ring Topology

60) In an active topology, each node helps to move data through a network.

Answer: TRUE

Diff: 2

Section Ref: Ring Topology

61) Transmission media comprise the physical system that data take to flow between devices on the network.

Answer: TRUE

Diff: 1

Section Ref: Transmission Media

62) Since data transmissions can pass through fiber-optic cable in only one direction, at least two fibers are required to enable transmission of data in both directions.

Answer: TRUE

Diff: 2

Section Ref: Fiber-Optic Cable

63) Crosstalk interference is the tendency of signals on one twisted-pair wire to interfere with signals on the wire next to it.

Answer: TRUE

Diff: 1

Section Ref: Twisted-Pair Cable

64) Wireless access points can provide coverage wherever employees are working with portable devices, such as in conference rooms.

Answer: TRUE

Diff: 1

Section Ref: Wireless Media Options

65) MAC addresses are restricted to Macintosh computers.

Answer: FALSE

Diff: 1

Section Ref: MAC Addresses

66) MAC addresses and IP addresses are the same thing.

Answer: FALSE

Diff: 2

Section Ref: MAC Addresses

67) A bridge sends information between two networks.

Answer: FALSE

Diff: 2

Section Ref: Routers

68) A phishing attack is an attempt to access an account by repeatedly trying different passwords.

Answer: FALSE

Diff: 2

Section Ref: Authentication

69) Worms often try to disguise from where they are sending data by using a bogus IP addresses instead of using an authorized IP address belonging to the network.

Answer: FALSE

Diff: 2

Section Ref: Firewalls

70) A facial-recognition scanner is an example of a biometric authentication device.

Answer: TRUE

Diff: 1

Section Ref: Physical Protection Measures

71) Match each of the following dedicated servers to its function:

- I. authentication
- II. web
- III. cloud
- IV. database
- V. application

- A. acts as a repository for application software
- B. keeps track of user logins to the network and which services are available to each user
- C. a server not physically located at a company's site
- D. allows client computers to access a database
- E. hosts websites that can be accessed via the Internet

Answer: B, E, C, D, A

Diff: 1

Section Ref: Servers

72) Match each of the following terms to its definition:

- I. protocol
- II. token
- III. terminator
- IV. honey pot
- V. frame

- A. special type of data packet
- B. computer system designed to attract unauthorized users
- C. device that absorbs a signal so that it is not reflected back
- D. set of common rules that control communications among network devices
- E. holds multiple data packets

Answer: D, A, C, B, E

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its definition:

- I. NOS
- II. NIC
- III. CSMA/CD
- IV. P2P
- V. MAC address

- A. adapter card that connects a computer to a network
- B. used for internal identification on a network
- C. an operating system for network servers
- D. method used on Ethernet networks to avoid data collisions
- E. network in which each node connected to the network communicates directly with every other node

Answer: C, A, D, E, B

Diff: 3

Section Ref: Multiple locations in the chapter

74) Match each of the following networks to its definition:

- I. WAN
- II. LAN
- III. MAN
- IV. PAN
- V. HAN

- A. links users in a specific geographic area (usually a city)
- B. network of two or more LANs
- C. a network in a small geographic area
- D. can be used for a small home-based business
- E. used by a single individual connecting devices using wireless media

Answer: B, C, A, E, D

Diff: 3

Section Ref: Types of Client/Server Networks

75) Match each of the following terms to its definition:

- I. switch
- II. firewall
- III. router
- IV. bridge
- V. packet

- A. data broken into a small segment with an address to which it is sent
- B. makes decisions as to where data are to be sent and rebroadcasts them to the appropriate node
- C. software or hardware that prevents unauthorized entry
- D. sends data between different collision domains
- E. device that sends information between two networks

Answer: B, C, E, D, A

Diff: 3

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e (Evans et al.)***

**Chapter 13 Behind the Scenes: How the Internet Works**

1) The \_\_\_\_\_ is responsible for the Internet's domain name system and the allocation of IP addresses.

- A) ISOC
- B) ICANN
- C) W3C
- D) IAB

Answer: B

Diff: 2

Section Ref: The Management of the Internet

2) The main path of the Internet along which data travel the fastest is known as the Internet \_\_\_\_\_.

- A) protocol
- B) highway
- C) backbone
- D) cache

Answer: C

Diff: 1

Section Ref: Internet Data Routes

3) High-speed \_\_\_\_\_ communication lines use fiber-optics.

- A) IP
- B) OC
- C) DSL

D) cable

Answer: B

Diff: 1

Section Ref: Internet Data Routes

4) Individual Internet users connect to ISPs through a(n) \_\_\_\_\_.

A) User Datagram Protocol (UDP)

B) T line

C) optical carrier (OC) line

D) point of presence (POP)

Answer: D

Diff: 2

Section Ref: Internet Data Routes

5) The main suite of protocols used on the Internet is \_\_\_\_\_.

- A) FTP
- B) TCP/IP
- C) SMTP
- D) POP

Answer: B

Diff: 2

Section Ref: TCP/IP

6) \_\_\_\_\_ uses a dedicated connection between two points with the connection remaining active for the duration of the transmission.

- A) Packet switching
- B) An open circuit
- C) Circuit switching
- D) A closed circuit

Answer: C

Diff: 3

Section Ref: Circuit Switching

7) Which of the following information is NOT contained in a packet?

- A) The size (in bytes) of the packet
- B) The address to which the packet is sent
- C) The address from where the packet originates
- D) The data that are transmitted

Answer: A

Diff: 3

Section Ref: Packet Switching

8) A(n) \_\_\_\_\_ address is a unique number that identifies a computer, server, or device connected to the Internet.

- A) TCP
- B) IP
- C) SMTP
- D) NetBIOS

Answer: B

Diff: 2

Section Ref: IP Addresses

9) A(n) \_\_\_\_\_ address is a temporary IP address that is assigned from an available pool of IP addresses.

- A) dynamic
- B) static
- C) assigned
- D) transition

Answer: A

Diff: 1

Section Ref: IP Addresses

10) An IP address that does not change and is usually assigned manually by a network administrator is called a \_\_\_\_\_ address.

- A) dynamic
- B) static
- C) fixed
- D) stationary

Answer: B

Diff: 1

Section Ref: IP Addresses

11) IPV6 was needed when IPV4 \_\_\_\_\_.

- A) became too old
- B) was eliminated
- C) no longer had enough unique addresses
- D) was revoked

Answer: C

Diff: 2

Section Ref: IP Addresses

12) When checking to see whether a particular name is registered on the Internet, your computer accesses a database that is kept on a(n) \_\_\_\_\_ server.

- A) DNS
- B) URL
- C) FTP
- D) XML

Answer: A

Diff: 1

Section Ref: Domain Names

13) An IP address in the form 197.169.100.1 is called a(n) \_\_\_\_\_.

- A) sequential access number
- B) dotted quad
- C) encryption key
- D) random number

Answer: B

Diff: 2

Section Ref: IP Addresses

14) In *http://www.pearsonhighered.com*, which of the following is the top-level domain?

- A) http
- B) www
- C) pearsonhighered
- D) com

Answer: D

Diff: 2

Section Ref: Domain Names

15) By adding a network prefix to an IP address, supernetting or \_\_\_\_\_ lets a single IP address represent multiple unique IP addresses.

- A) Internet Protocol version 4 (IPv4)
- B) Dynamic Host Configuration Protocol (DHCP)
- C) classless interdomain routing (CIDR)
- D) Secure Sockets Layer (SSL)

Answer: C

Diff: 3

Section Ref: IP Addresses

16) Which of the following is NOT a language used in developing websites?

- A) XML
- B) KML
- C) DHTML
- D) HTML

Answer: B

Diff: 3

Section Ref: HTML, XML, and Other web Building Blocks

17) Which of the following was created for the transfer of hypertext documents across the Internet?

- A) SSL
- B) HTTP
- C) FTP
- D) HTML

Answer: B

Diff: 2

Section Ref: Web Browser Protocols

18) `<b>` is an example of an HTML \_\_\_\_\_.

- A) marker
- B) tag
- C) indicator
- D) key

Answer: B

Diff: 1

Section Ref: HTML

19) Text such as `<b>This should be bolded.</b>` is an example of an HTML \_\_\_\_\_.

- A) element
- B) script
- C) instruction
- D) marker

Answer: A

Diff: 2

Section Ref: HTML

20) \_\_\_\_\_ defines the content in terms of the data that is being described rather than how it is to be displayed.

- A) CGI
- B) JavaScript
- C) XML
- D) HTML

Answer: C

Diff: 2

Section Ref: XML and JSON

21) \_\_\_\_\_ provides a procedure by which a browser can request that a program file be run rather than just being delivered to the browser.

- A) OC
- B) ACK
- C) UDP
- D) CGI

Answer: D

Diff: 3

Section Ref: Server-Side Applications

22) A(n) \_\_\_\_\_ is a small program that resides on a server and is designed to be downloaded and run on a client computer.

- A) CGI script
- B) app
- C) applet
- D) JavaScript

Answer: C

Diff: 2

Section Ref: Client-Side Applications

23) The \_\_\_\_\_ defines items on a web page such as graphics, tables, and headers as objects.

- A) SSL
- B) MIME
- C) JSON
- D) DOM

Answer: D

Diff: 3

Section Ref: Client-Side Applications

24) Which protocol is used when sending files as attachments by e-mail?

- A) Multipurpose Internet Mail Extensions (MIME)
- B) Post Office Protocol (POP)
- C) Simple Mail Transfer Protocol (SMTP)
- D) User Datagram Protocol (UDP)

Answer: A

Diff: 2

Section Ref: E-Mail

25) In public-key encryption, the two keys—one for coding and one for decoding—are known as

- A) code keys
- B) linked keys
- C) keytags
- D) a key pair

Answer: D

Diff: 2

Section Ref: E-mail Security: Encryption

26) Which of the following is an example of an instant messenger service?

- A) LinkedIn
- B) Monster
- C) Yahoo Messenger
- D) Flickr

Answer: C

Diff: 2

Section Ref: Instant Messaging

27) \_\_\_\_\_ permits two or more people to communicate over the Internet in real time.

- A) LinkedIn
- B) Snapfish
- C) Flickr
- D) Instant messaging

Answer: D

Diff: 1

Section Ref: Instant Messaging

28) Strong encryption now requires \_\_\_\_\_-bit keys.

- A) 40
- B) 128
- C) 256
- D) 512

Answer: C

Diff: 3

Section Ref: E-mail Security: Encryption

29) \_\_\_\_\_ is a consortium of organizations that develops web protocols and sets standards.

Answer: World Wide Web Consortium

W3C

Diff: 2

Section Ref: The Management of the Internet

30) A typical \_\_\_\_\_ is made up of one or more network switches to which ISPs connect.

Answer: Internet exchange point

IXP

Diff: 3

Section Ref: Data Routes

31) \_\_\_\_\_ servers are computers that enable users to buy goods and services over the web.

Answer: Commerce

Diff: 2

Section Ref: The Network Model of the Internet

32) \_\_\_\_\_ is the communications methodology where data are broken into smaller chunks to be sent over various routes at the same time.

Answer: Packet switching

Diff: 2

Section Ref: Packet Switching

33) SMTP stands for \_\_\_\_\_.

Answer: Simple Mail Transfer Protocol

Diff: 3

Section Ref: TCP/IP

34) \_\_\_\_\_ is a method of communication in which a dedicated connection is formed between two points and the connection remains active during the transmission.

Answer: Circuit switching

Diff: 2

Section Ref: Circuit Switching

35) In the acronym HTTPS, the S stands for \_\_\_\_\_.

Answer: Secure

Diff: 3

Section Ref: Web Browser Protocols

36) The \_\_\_\_\_ IP addressing scheme uses 128-bit addressing.

Answer: IPv6

IP version 6

Internet Protocol version 6

Internet protocol v6

Diff: 3

Section Ref: IP Addresses

37) 197.169.73.63 is an example of a(n) \_\_\_\_\_.

Answer: IP address

Internet Protocol address

dotted decimal number

dotted quad

Diff: 1

Section Ref: IP Addresses

38) .com and .edu are examples of a(n) \_\_\_\_\_.

Answer: top-level domain

TLD

top level domain

Diff: 2

Section Ref: Domain Names

39) When using \_\_\_\_\_ addressing, a computer is assigned a temporary address from available IP addresses.

Answer: dynamic

Diff: 1

Section Ref: IP Addresses

40) The IPv4 protocol is beginning to be replaced by the \_\_\_\_\_ protocol.

Answer: IPv6

IP version 6

Internet protocol version 6

Internet protocol v6

Diff: 2

Section Ref: IP Addresses

41) A(n) \_\_\_\_\_ links a URL to an IP address when a web page is requested.

Answer: DNS server

Domain Name System server

Domain Name System (DNS) server

Diff: 2

Section Ref: Domain Names

42) When a(n) \_\_\_\_\_ address is assigned to a computer, its IP address will not change.

Answer: static

Diff: 1

Section Ref: IP Addresses

43) In *http://example.gov*, what is the second-level domain?

Answer: example

Diff: 2

Section Ref: Domain Names

44) Transport Layer Security (TLS) and \_\_\_\_\_ are two protocols that provide data integrity and security for Internet transmission.

Answer: Secure Sockets Layer

SSL

Secure Sockets Layer (SSL)

Diff: 3

Section Ref: Web Browser Protocols

45) CGI scripts are known as \_\_\_\_\_ programs because these programs run on a web server.

Answer: server-side

Diff: 1

Section Ref: Server-Side Applications

46) \_\_\_\_\_ is the most commonly used scripting language for creating DHTML effects.

Answer: JavaScript

Diff: 2

Section Ref: Client-Side Applications

47) DHTML stands for \_\_\_\_\_.

Answer: Dynamic HyperText Markup Language

Dynamic HTML

Diff: 3

Section Ref: Client-Side Applications

48) `<i>` is an example of an HTML \_\_\_\_\_.

Answer: tag

Diff: 2

Section Ref: HTML

49) \_\_\_\_\_ combines HTML, cascading style sheets, and JavaScript.

Answer: Dynamic HTML

DHTML

Diff: 2

Section Ref: Client-Side Applications

50) A(n) \_\_\_\_\_ program is a computer program that runs on the client computer and requires no interaction with a web server.

Answer: client-side

Diff: 1

Section Ref: Client-Side Applications

51) A(n) \_\_\_\_\_ is a small program that resides on a server, is downloaded to the client, and runs when needed without additional data transfers between the client and server.

Answer: applet

Diff: 2

Section Ref: Client-Side Applications

52) MIME stands for \_\_\_\_\_.

Answer: Multipurpose Internet Mail Extensions

Diff: 3

Section Ref: E-Mail

53) \_\_\_\_\_ is the process of encoding e-mail so that only the person with a corresponding key can decode and read the message.

Answer: Encryption

Private-key encryption

Public-key encryption

Private key encryption

Public key encryption

Diff: 1

Section Ref: E-mail Security: Encryption

54) When using \_\_\_\_\_-key encryption, only the message sender and recipient have the code.

Answer: private

Diff: 1

Section Ref: E-mail Security: Encryption

55) In \_\_\_\_\_ - key encryption, two keys, known as a key pair, are created, where one key is used for coding and the other key for decoding.

Answer: public

Diff: 2

Section Ref: E-mail Security: Encryption

56) The United States government is in charge of the Internet.

Answer: FALSE

Diff: 1

Section Ref: The Management of the Internet

57) FTP enables files to be downloaded or uploaded between computers.

Answer: TRUE

Diff: 2

Section Ref: TCP/IP

58) When using packet switching, packets are always sent over the same route.

Answer: FALSE

Diff: 2

Section Ref: Packet Switching

59) File Transfer Protocol (FTP) is used to transmit e-mail messages across the Internet.

Answer: FALSE

Diff: 2

Section Ref: TCP/IP

60) IPv6 uses six groups of 16-bit numbers.

Answer: FALSE

Diff: 2

Section Ref: IP Addresses

61) Dynamic IP addressing is accomplished using a DHCP server.

Answer: TRUE

Diff: 2

Section Ref: IP Addresses

62) Client-side programs run on a web server rather than on your computer.

Answer: FALSE

Diff: 1

Section Ref: Server-Side Applications

63) An applet is a small application that resides on a server but is downloaded to, and run on, the client computer.

Answer: TRUE

Diff: 2

Section Ref: Client-Side Applications

64) JavaScript commands are executed on a server computer.

Answer: FALSE

Diff: 2

Section Ref: Client-Side Applications

65) HTML is a simple programming language.

Answer: FALSE

Diff: 1

Section Ref: Client-Side Applications

66) The tag <i> informs a browser that the text that follows the tag should be italicized.

Answer: TRUE

Diff: 1

Section Ref: HTML

67) XML technologies allow web pages to change after they have been loaded.

Answer: FALSE

Diff: 2

Section Ref: Client-Side Applications

68) Java and JavaScript refer to the same language.

Answer: FALSE

Diff: 2

Section Ref: Client-Side Applications

69) Most instant messaging services provide a high level of encryption for their messages.

Answer: FALSE

Diff: 2

Section Ref: Instant Messaging

70) LinkedIn is one the most popular instant messaging services.

Answer: FALSE

Diff: 3

Section Ref: Instant Messaging

71) Match each of the following TCP/IP suite protocols to its definition:

I. SMTP

II. DHCP

III. HTTP

IV. TCP

V. IP

A. transfers data from servers to browsers

B. prepares data for transmission providing for error checking and resending lost data

C. used for transmission of e-mail messages across the Internet

D. sends data between computers on the Internet

E. protocol that assigns dynamic IP addresses

Answer: C, E, A, B, D

Diff: 3

Section Ref: Data Transmission and Protocols

72) Match each of the following terms to its definition:

I. circuit switching

II. PGP

III. handshaking

IV. packet switching

V. ICANN

A. breaks information down into pieces that can take different paths

B. a dedicated connection is formed between two communicating parties

C. allocates IP address

D. exchange of control packets between computers

E. public-key package

Answer: B, E, D, A, C

Diff: 3

Section Ref: Multiple locations in the chapter

73) Match each of the following terms to its definition:

- I. IP address
- II. key pair
- III. computer protocol
- IV. static addressing
- V. dynamic addressing

- A. a set of rules for exchanging electronic information
- B. used in a common encryption technique
- C. temporary IP address for a computer that is assigned from a pool of available IP addresses
- D. IP address for a computer does not change
- E. a unique identification number that defines each computer, service, or other device that connects to the Internet

Answer: E, B, A, D, C

Diff: 2

Section Ref: Multiple locations in the chapter

74) Match each of the following terms to its definition:

- I. second-level domain
- II. cascading style sheet
- III. instant messaging
- IV. Internet cache
- V. private-key

- A. section of a hard drive that stores web page information
- B. used to decode an encrypted message
- C. list of rules that define how to display HTML elements
- D. communication between two or more people over the Internet in real time
- E. unique domain within another domain

Answer: E, C, D, A, B

Diff: 2

Section Ref: Multiple locations in the chapter

75) Match each of the following servers to its definition:

- I. DNS
- II. DHCP
- III. commerce
- IV. web
- V. e-mail

- A. assigns users IP addresses for the duration of a session
- B. specifically deals with the SMTP communication method
- C. delivers HTML documents on request
- D. translates a domain name into an IP address
- E. enables users to purchase items over the Internet

Answer: D, A, E, C, B

Diff: 2

Section Ref: Multiple locations in the chapter

***Technology In Action, Complete, 11e* (Evans et al.)**

**TIF 2: Information Technology Ethics**

1) A person who does not conform to the approved standards of social or professional behavior

- \_\_\_\_\_.
- A) violates social norms
  - B) practices situational ethics
  - C) follows rule utilitarianism
  - D) commits unethical behavior

Answer: D

Diff: 1

Section Ref: What Is Ethics?

2) The study of the general nature of morals and of the specific moral choices individuals make is called \_\_\_\_\_.

- A) mores
- B) ethics
- C) customs
- D) taboos

Answer: B

Diff: 1

Section Ref: What Is Ethics?

3) \_\_\_\_\_ is the theory that holds that there is no universal moral truth and that instead moral principles are dictated by cultural tastes and customs.

- A) Divine Command Theory
- B) Utilitarianism
- C) Relativism
- D) Deontology

Answer: C

Diff: 2

Section Ref: What Is Ethics?

4) \_\_\_\_\_ is the theory that God is all-knowing and sets moral standards.

A) Divine Command Theory

B) Utilitarianism

C) Relativism

D) Virtue Ethics

Answer: A

Diff: 2

Section Ref: What Is Ethics?

5) \_\_\_\_\_ is the theory that holds that actions that generate greater happiness are judged to be better than actions that lead to unhappiness.

- A) Virtue Ethics
- B) Utilitarianism
- C) Relativism
- D) Deontology

Answer: B

Diff: 2

Section Ref: What Is Ethics?

6) A \_\_\_\_\_ is person who reports a business that is engaged in an illegal activity or an unethical act to a regulatory agency.

- A) cyberbully
- B) hacker
- C) spammer
- D) whistle-blower

Answer: D

Diff: 1

Section Ref: Personal Ethics and Your Work Life

7) Social media sites such as Facebook share information with others. The use of this information can raise questions regarding \_\_\_\_\_.

- A) computer abuse
- B) personal privacy
- C) fair use
- D) fair trade

Answer: B

Diff: 3

Section Ref: Privacy: Can Employers Peer into Your Personal Life?

8) Intellectual property (such as music, writing, and software) is protected through \_\_\_\_\_ law.

- A) personal privacy
- B) fair trade
- C) copyright
- D) censorship

Answer: C

Diff: 2

Section Ref: Intellectual Property: International Pirates

9) All of the following are types of cyberbullying EXCEPT \_\_\_\_\_.

- A) spreading rumors or lies on social networking sites
- B) inundating a victim with harassing instant messages or text messages
- C) physically stalking an individual
- D) infecting the victim's computer with malware to spy on the victim

Answer: C

Diff: 2

Section Ref: Computer Abuse: Cyberbullying–Who Should Protect Children from Each Other?

10) Which of the following countries has a high software piracy rate?

- A) United States
- B) Canada
- C) Yemen
- D) Sweden

Answer: C

Diff: 3

Section Ref: Intellectual Property: International Pirates

11) By using \_\_\_\_\_, a smartphone with a GPS chip can determine your exact position.

- A) extrapolation
- B) interpolation
- C) geolocation
- D) navigation

Answer: C

Diff: 2

Section Ref: E-Commerce: Geolocation: Who Knows Where You Are?

12) \_\_\_\_\_ is an ethical system in which individual happiness is not important, and the greater good should be considered.

Answer: Utilitarianism

Diff: 2

Section Ref: What Is Ethics?

13) \_\_\_\_\_ is an ethical system in which conforming to God's law is right, and breaking it is wrong.

Answer: Divine command theory

Diff: 2

Section Ref: What Is Ethics?

14) \_\_\_\_\_ behavior is behavior where a person has no sense of right and wrong and has no interest in the moral consequences of their actions.

Answer: Amoral

Diff: 2

Section Ref: What Is Ethics?

15) \_\_\_\_\_ behavior is behavior that does not conform to a set of approved standards of social or professional behavior.

Answer: Unethical

Diff: 2

Section Ref: What Is Ethics?

16) Social networking sites allow users to choose to share information publicly with friends or keep it private by using \_\_\_\_\_.

Answer: privacy filters

Diff: 2

Section Ref: Privacy: Can Employers Peer into Your Personal Life?

17) \_\_\_\_\_ psychology works to discover the causes of happiness instead of addressing the treatment of mental dysfunctions.

Answer: Positive

Diff: 2

Section Ref: Personal Ethics

18) Enacted in 2002, the \_\_\_\_\_ Act requires companies to provide an anonymous method for employees and third parties to report complaints, including ethics violations.

Answer: Sarbanes-Oxley

Diff: 3

Section Ref: Personal Ethics and Your Work Life

19) The proposed \_\_\_\_\_ Act seeks to prevent employers from demanding passwords to private sites from employees.

Answer: Password Protection

Diff: 3

Section Ref: Privacy: Can Employers Peer into Your Personal Life?

20) \_\_\_\_\_ is the intentional refusal to obey certain laws and is often used as a form of protest.

Answer: Civil disobedience

Diff: 3

Section Ref: What Is Ethics?

21) You can use \_\_\_\_\_ services such as Foursquare, Gowalla, and Brightkite to specifically locate friends or allow friends to locate you.

Answer: geolocation

Diff: 3

Section Ref: E-Commerce: Geolocation: Who Knows Where You Are?

22) \_\_\_\_\_ is the right to be left alone to do as one pleases.

Answer: Privacy

Diff: 1

Section Ref: Privacy: Can Employers Peer into Your Personal Life?

23) Harassing individuals through electronic means such as video or cell phones is called \_\_\_\_\_.

Answer: cyberbullying

Diff: 2

Section Ref: Computer Abuse: Cyberbullying–Who Should Protect Children from Each Other?

24) Relativism holds that moral principles are dictated by cultural tastes and customs.

Answer: TRUE

Diff: 2

Section Ref: What Is Ethics?

25) The United States has one of the highest rate of software piracy.

Answer: FALSE

Diff: 2

Section Ref: Intellectual Property: International Pirates

26) In the United States, there are several federal laws prohibiting cyberbullying.

Answer: FALSE

Diff: 1

Section Ref: Computer Abuse: Cyberbullying–Who Should Protect Children from Each Other?

27) Most states have enacted antibullying laws.

Answer: TRUE

Diff: 2

Section Ref: Computer Abuse: Cyberbullying–Who Should Protect Children from Each Other?

28) It is estimated that the global loss in 2011 due to software piracy is in the billions of dollars.

Answer: TRUE

Diff: 2

Section Ref: Intellectual Property: International Pirates

29) Facebook allows you to determine the extent to which your information can be shared.

Answer: TRUE

Diff: 1

Section Ref: Privacy: Can Employers Peer into Your Personal Life?

30) Global positioning system (GPS) chips in a smartphone allow your exact position to be determined.

Answer: TRUE

Diff: 1

Section Ref: E-Commerce: Geolocation: Who Knows Where You Are?

31) Cyberbullying is harassing, threatening, humiliating, embarrassing, or tormenting individuals by means of technology.

Answer: TRUE

Diff: 1

Section Ref: Computer Abuse: Cyberbullying–Who Should Protect Children from Each Other?

32) Utilitarianism focuses on adherence to moral duties and rights.

Answer: FALSE

Diff: 2

Section Ref: What Is Ethics?

33) A cyborg is an entity containing both biological and artificial components.

Answer: TRUE

Diff: 2

Section Ref: Social Justice: Brain Technology: Creating Cyborgs?

34) Positive psychology addresses the treatment of mental dysfunctions.

Answer: FALSE

Diff: 2

Section Ref: Personal Ethics

35) Match each of the following terms to its definition:

I. censorship

II. amoral behavior

III. unethical behavior

IV. copyright

V. ethics

A. not conforming to a set of approved behavioral standards

B. study of the general nature of morals and the specific moral choices made by individuals

C. having no sense of right and wrong and no interest in moral consequences

D. act of blocking dissenting opinions

E. protection afforded to creators of intellectual property

Answer: D, C, A, E, B

Diff: 2

Section Ref: Multiple locations in the chapter

36) Match each of the following terms to its definition:

I. geolocation

II. cyberbullying

III. civil disobedience

IV. whistle-blowers

V. intellectual property

A. report businesses to regulatory agencies for committing illegal acts

B. music, writing, or software

C. intentional refusal of observing certain laws as in protest

D. technology to determine your exact position

E. harassing people by electronic means

Answer: D, E, C, A, B

Diff: 2

Section Ref: Multiple locations in the chapter

37) Match each of the following ethical systems with one of its basic tenets:

- I. relativism
- II. divine command theory
- III. utilitarianism
- IV. virtue ethics
- V. deontology

- A. actions are judged solely by consequences
- B. morals are internal
- C. God is all-knowing and sets moral standards
- D. morals should apply to everyone equally
- E. no universal moral truth

Answer: E, C, A, B, D

Diff: 3

Section Ref: What Is Ethics?

***Technology In Action, Complete, 11e (Evans et al.)***

**TIF 4: Careers in IT**

1) Which information technology job has the highest salary?

- A) Software developers
- B) Computer and information research scientists
- C) Web programmers
- D) Database administrators

Answer: B

Diff: 3

Section Ref: IT Workers Are in Demand

2) Which information technology job has the lowest predicted 10-year growth?

- A) Computer programmer
- B) Software developer
- C) Computer support specialist
- D) Computer and information research scientist

Answer: A

Diff: 3

Section Ref: IT Workers Are in Demand

3) When a business hires a third-party firm to provide services it once offered itself, it is called

- A) offshoring
- B) project outing
- C) telecommuting
- D) outsourcing

Answer: D

Diff: 2

Section Ref: IT Jobs Are Not Going "Offshore"

4) When a U.S. company hires a company outside of the United States, it uses a technique called

- \_\_\_\_\_.
- A) offshoring
  - B) offtracking
  - C) telecommuting
  - D) exporting

Answer: A

Diff: 2

Section Ref: IT Jobs Are Not Going "Offshore"

5) Which type of job involves little day-to-day supervision and requires a worker who is self-disciplined?

- A) Project-based
- B) Office-based
- C) Home-based
- D) Field-based

Answer: C

Diff: 1

Section Ref: You Have a Choice of Working Location

6) The \_\_\_\_\_ directs the development, implementation, and maintenance of information systems and its infrastructure.

- A) chief operating officer (COO)
- B) chief executive officer (CEO)
- C) chief creative officer (CCO)
- D) chief information officer (CIO)

Answer: D

Diff: 2

Section Ref: Choosing Your Realm of IT

7) \_\_\_\_\_ staff the phones, conduct Internet live chats, and respond to e-mail and solve customer or employee problems.

- A) Helpdesk analysts
- B) Computer support technicians
- C) Network administrators
- D) Telecommunications technicians

Answer: A

Diff: 1

Section Ref: Working in Technical Services

8) Which of the following is NOT a degree that prepares students for IT careers?

- A) Computer science
- B) Business administration
- C) Management information systems
- D) Information technology

Answer: B

Diff: 1

Section Ref: Preparing for a Job in IT

9) Which of the following is NOT a website for finding IT employment?

- A) Monster
- B) LinkedIn
- C) Twitter
- D) CareerBuilder

Answer: C

Diff: 3

Section Ref: Getting Started in an IT Career

10) Which of the following professional organizations has a strong focus on programming and systems development?

- A) Association for Computing Machinery (ACM)
- B) Association for Information Systems (AIS)
- C) Association of Information Technology Professionals (AITP)
- D) Institute of Electrical and Electronics Engineers (IEEE)

Answer: A

Diff: 3

Section Ref: Preparing for a Job in IT

11) A Baltimore business that once used in-house employees but now has those services done by a Hong Kong company is engaging in \_\_\_\_\_.

Answer: offshoring

Diff: 1

Section Ref: IT Jobs Are Not Going "Offshore"

12) The percentage of women in the IT workforce is \_\_\_\_\_%.

Answer: 25

twenty-five

twenty five

Diff: 3

Section Ref: Women Are in High Demand in IT Departments

13) If you travel from place to place as needed and perform short-term jobs at each site, your job is \_\_\_\_\_-based.

Answer: field

Diff: 2

Section Ref: You Have a Choice of Working Location

14) Game development jobs typically are divided into two paths: designers and \_\_\_\_\_.

Answer: programmers

Diff: 2

Section Ref: Trends in IT: Get in the Game: Careers in Game Development

15) \_\_\_\_\_ create systems documentation for programmers and users.

Answer: Technical writers

Diff: 2

Section Ref: Working in Development and Integration

16) \_\_\_\_\_ provide feedback to a website's customers by answering e-mail, sending requested information, and directing questions to appropriate personnel.

Answer: Customer interaction technicians

Diff: 3

Section Ref: Working in Development and Integration

17) \_\_\_\_\_ supervise the overall systems development process and ensure that deadlines are met.

Answer: Project managers

Diff: 2

Section Ref: Working in Development and Integration

18) Network administrators are sometimes called network \_\_\_\_\_.

Answer: engineers

Diff: 2

Section Ref: Working in Technical Services

19) A(n) \_\_\_\_\_ goes to a user's location to fix software and hardware problems.

Answer: computer support technician

Diff: 2

Section Ref: Working in Technical Services

20) A(n) \_\_\_\_\_ oversees the communications infrastructure of a company.

Answer: telecommunications technician

Diff: 2

Section Ref: Working in Technical Services

21) The \_\_\_\_\_ is an organization that focuses on IT education and the development of seminars and learning materials.

Answer: Association of Information Technology Professionals

AITP

Diff: 2

Section Ref: Getting Started in an IT Career

22) \_\_\_\_\_ install and configure servers, design and plan networks, and test new networking equipment.

Answer: Network administrators

Diff: 2

Section Ref: Working in Technical Services

23) The \_\_\_\_\_ is an organization of professionals working in academia and specializing in information systems.

Answer: Association of Information Technology Professionals

AITP

Diff: 2

Section Ref: Getting Started in an IT Career

24) The oldest and best-known organization for women in IT is the \_\_\_\_\_.

Answer: Association for Women in Computing

AWC

Diff: 3

Section Ref: Getting Started in an IT Career

25) According to projections by the Bureau of Labor Statistics, computer-related jobs are expected to be among the slowest-growing occupations through 2020.

Answer: FALSE

Diff: 1

Section Ref: IT Workers Are in Demand

26) The primary benefit of offshoring and outsourcing is cost savings.

Answer: TRUE

Diff: 1

Section Ref: IT Jobs Are Not Going "Offshore"

27) An Atlanta business that once used in-house employees but now contracts with a San Francisco company to provide customer support is engaging in outsourcing.

Answer: TRUE

Diff: 1

Section Ref: IT Jobs Are Not Going "Offshore"

28) An IT professional with a project-based job works at the same location each day and interacts with the same people on a regular basis.

Answer: FALSE

Diff: 2

Section Ref: You Have a Choice of Working Location

29) All IT positions require a high degree of mathematical skills.

Answer: FALSE

Diff: 1

Section Ref: You Don't Need to Be a Mathematical Genius

30) A survey by *InformationWeek* reveals that the average U.S. IT staff person worked fewer hours than the average U.S. worker.

Answer: FALSE

Diff: 2

Section Ref: Stress

31) People skills are a valuable asset in any IT field.

Answer: TRUE

Diff: 2

Section Ref: You Work in Teams

32) Web social media directors need to understand HTML, Perl, and JavaScript.

Answer: FALSE

Diff: 2

Section Ref: Working in Development and Integration

33) Professional certifications are intended to provide a consistent method of measuring skill levels in specific IT areas.

Answer: TRUE

Diff: 1

Section Ref: Preparing for a Job in IT

34) The Institute of Electrical and Electronics Engineers (IEEE) is an organization that provides leadership and determines engineering standards for network computing devices and protocols.

Answer: TRUE

Diff: 2

Section Ref: Getting Started in an IT Career

35) Women in Technology International (WITI) is a global trade association for professional women knowledgeable in technology.

Answer: TRUE

Diff: 1

Section Ref: Getting Started in an IT Career

36) ComputerJobs.Com and ComputerWork.com are websites that can be used to search for IT jobs.

Answer: TRUE

Diff: 1

Section Ref: Getting Started in an IT Career

37) Match each of the following terms to its definition:

I. outsourcing

II. offshoring

III. information systems

IV. certification

V. telecommuting

A. provides a consistent method of measuring skill levels in a specific IT area

B. when a business hires a third-party firm to provide business services

C. when the hired firm is located or uses employees outside the United States

D. department that keeps the networks and telecommunications up and running

E. working from home or other remote location

Answer: B, C, D, A, E

Diff: 3

Section Ref: Multiple locations in the chapter

38) Match each of the following terms to its definition:

- I. social media director
- II. interface designer
- III. technical writer
- IV. customer interaction technician
- V. helpdesk analyst

- A. responsible for managing a company's strategy on sites such as Facebook and Twitter
- B. creates the look and feel for a website and makes it easy to navigate
- C. responds to phone or e-mail requests and resolves problems
- D. creates systems documentation for end users
- E. provides feedback to a website's customers

Answer: A, B, D, E, C

Diff: 3

Section Ref: Multiple locations in the chapter

### ***Technology In Action, Complete, 11e (Evans et al.)***

#### **TIF 1: The History of the Personal Computer**

1) Released in 1975, the \_\_\_\_\_ computer was the first personal computer.

- A) Altair
- B) TRS-80
- C) Apple II
- D) Commodore PET

Answer: A

Diff: 2

Section Ref: The First Personal Computer: The Altair

2) One of the reasons the Apple II computer was popular was that \_\_\_\_\_.

- A) it had a mouse input device
- B) the operating system was stored in ROM
- C) it had a hard drive
- D) it was inexpensive

Answer: B

Diff: 3

Section Ref: The Apple I and II

3) The \_\_\_\_\_ was the first portable computer.

- A) Osborne
- B) IBM PC
- C) Apple Macintosh
- D) Intel

Answer: A

Diff: 3

Section Ref: The Osborne: The Birth of Portable Computing

4) What programming language transformed the software industry because beginning students could learn it easily?

A) APL

B) FORTRAN

C) RPG

D) BASIC

Answer: D

Diff: 2

Section Ref: The Importance of BASIC

5) Which company approached Bill Gates to write an operating system program for its computer?

- A) Microsoft
- B) Xerox
- C) IBM
- D) UNIVAC

Answer: C

Diff: 1

Section Ref: The Advent of Operating Systems

6) Introduced in the late 1970s, which of the following allowed users to interact more easily with the computer?

- A) Word processing software
- B) The graphical user interface (GUI)
- C) The operating system
- D) ROM

Answer: B

Diff: 1

Section Ref: The Graphical User Interface

7) What was the first word processing application to be used on personal computers?

- A) WordPerfect
- B) WordStar
- C) Microsoft Word
- D) Quattro-Pro

Answer: B

Diff: 2

Section Ref: The Software Application Explosion: VisiCalc and Beyond

8) The Alto computer, built by \_\_\_\_\_, was the first to use a graphical user interface (GUI).

- A) Apple
- B) Microsoft
- C) Xerox
- D) IBM

Answer: C

Diff: 2

Section Ref: Xerox: Birth of the GUI

9) Released in 1993, \_\_\_\_\_ was the first Internet web browser.

- A) Internet Explorer
- B) Mosaic
- C) Safari
- D) Chrome

Answer: B

Diff: 3

Section Ref: The Internet Boom

10) Completed in 1951, the first commercially successful electronic digital computer was the \_\_\_\_\_.

- A) Turing Machine
- B) UNIVAC
- C) Z1
- D) ENIAC

Answer: B

Diff: 2

Section Ref: The UNIVAC

11) Steve Jobs and Steve Wozniak are the founders of \_\_\_\_\_.

Answer: Apple

Apple computer

Apple computer company

Diff: 1

Section Ref: The Apple I and II

12) Prior to the 1980s, IBM built and sold primarily \_\_\_\_\_ computers to large corporations.

Answer: mainframe

Diff: 1

Section Ref: IBM PCs

13) Within a year of its introduction in 1981, the \_\_\_\_\_ dominated the personal computer market.

Answer: IBM PC

Diff: 1

Section Ref: IBM PCs

14) \_\_\_\_\_ was founded by Bill Gates and Paul Allen.

Answer: Microsoft

Diff: 1

Section Ref: The Importance of BASIC

15) Data on the earliest personal computers were stored on \_\_\_\_\_.

Answer: audiocassettes

Diff: 2

Section Ref: The Advent of Operating Systems

16) WYSIWYG stands for \_\_\_\_\_.

Answer: What You See Is What You Get

Diff: 3

Section Ref: Xerox: Birth of the GUI

17) Introduced in 1983, the \_\_\_\_\_ was the first successful personal computer that used a graphical user interface (GUI).

Answer: Lisa

Diff: 3

Section Ref: Lisa and the Macintosh

18) \_\_\_\_\_ was the first electronic spreadsheet application.

Answer: VisiCalc

Diff: 2

Section Ref: The Software Application Explosion: VisiCalc and Beyond

19) The CP/M, which stands for \_\_\_\_\_, was the first operating system designed for the Intel 8080 chip, the processor for PCs.

Answer: Control Program for Microcomputers

Diff: 3

Section Ref: The Advent of Operating Systems

20) In the 1980s, nearly all PCs running on the Intel chip used \_\_\_\_\_ as their operating system.

Answer: MS-DOS

Diff: 2

Section Ref: The Advent of Operating Systems

21) DOS stands for \_\_\_\_\_.

Answer: disk operating system

Diff: 2

Section Ref: The Advent of Operating Systems

22) The Tabulating Machine Company later changed its name to \_\_\_\_\_.

Answer: International Business Machines

IBM

Diff: 2

Section Ref: The Hollerith Tabulating Machine

23) Computers that use \_\_\_\_\_ are referred to as third-generation computers.

Answer: integrated circuits

Diff: 2

Section Ref: Transistors and Beyond

24) The Intel Corporation introduced the \_\_\_\_\_, which was a chip that contained millions of transistors.

Answer: microprocessor chip

Diff: 2

Section Ref: Transistors and Beyond

25) \_\_\_\_\_-generation computers used vacuum tubes.

Answer: First

1st

Diff: 3

Section Ref: The UNIVAC

26) Released in 1984, the Apple Macintosh was the first computer that used 3.5-inch floppy disks.

Answer: TRUE

Diff: 2

Section Ref: The Lisa and the Macintosh

27) Charles Babbage designed the first automatic calculator in 1834.

Answer: TRUE

Diff: 2

Section Ref: Babbage's Engines

28) BASIC was the first programming language ever developed.

Answer: FALSE

Diff: 2

Section Ref: The Importance of BASIC

29) Second-generation computers replaced tubes with transistors.

Answer: TRUE

Diff: 2

Section Ref: Transistors and Beyond

30) The Z1 is thought to be the first computer to include features such as a control unit and separate memory functions.

Answer: TRUE

Diff: 1

Section Ref: The Z1 and the Atanasoff-Berry Computer

31) ENIAC was the first commercially successful electronic digital computer.

Answer: FALSE

Diff: 2

Section Ref: The UNIVAC

32) The Turing Machine was a computer that entered the market immediately after the IBM PC.

Answer: FALSE

Diff: 2

Section Ref: The Turing Machine

33) Computers that used integrated circuits are referred to as third-generation computers.

Answer: TRUE

Diff: 2

Section Ref: Transistors and Beyond

34) The world's first integrated circuit was developed at Texas Instruments.

Answer: TRUE

Diff: 2

Section Ref: Transistors and Beyond

35) A compiler is a program that translates computer language instructions into English.

Answer: FALSE

Diff: 2

Section Ref: The Harvard Mark I

36) Match each of the following names to their association:

I. Jack Kilby

II. Steve Jobs

III. Bill Gates

IV. Charles Babbage

V. Herman Hollerith

A. a co-founder of Apple Corporation

B. developed a machine that used punch cards to tabulate census data

C. "father of computing"

D. co-founder of Microsoft

E. invented the first integrated circuit

Answer: E, A, D, C, B

Diff: 3

Section Ref: Multiple locations in the chapter

37) Match each of the following computer generations to its technology:

I. pre-generation

II. first generation

III. second generation

IV. third generation

V. fourth generation

A. microprocessor chips

B. vacuum tubes

C. integrated circuits

D. transistors

E. mechanical switches

Answer: E, B, D, C, A

Diff: 3

Section Ref: Transistors and Beyond

38) Match each of the following computer applications to its definition:

I. PageMaker

II. WordStar

III. Excel

IV. Netscape

V. VisiCalc

A. one of the first electronic spreadsheets to use a GUI

B. an early web browser

C. first desktop publishing software

D. first word processing application

E. first electronic spreadsheet application

Answer: C, D, A, B, E

Diff: 3

Section Ref: Multiple locations in the chapter