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| 1. Just as you can learn to drive a car without knowing much about car engines, you can learn to use a computer without understanding the technical details of how a computer works.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 2. Computer literacy is knowing about and understanding computers and their uses.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 7 | |

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| 3. A computer does not always do whatever the instructions, or program, tell it to do.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 4. Information processing is a vital activity today for all computer users, as well as for businesses and other organizations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 12 | |

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| 5. The slide rule is considered by many to be the earliest recorded calculating device.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 12 | |

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| 6. Fourth-generation computers witnessed the development of computer networks, wireless technologies, and the Internet.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 7. The external hardware components are located inside the main box or system unit of the computer.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 8. Storage devices are used to store data on or access data from storage media, such as DVD discs and flash memory cards.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 15 | |

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| 9. To begin to use a computer, the user first turns on the power by pressing the power button, and then the computer displays a prompt for the user to decide the next course of action.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 16 | |

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| 10. There are application programs that help users write their own programs in a form the computer can understand using a programming language.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 17 | |

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| 11. In addition to hardware, software, data, and procedures, the fifth major component of a computer system are codes.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 17 | |

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| 12. Systems analysts design computer systems to be used within their companies.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 18 | |

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| 13. Embedded computers are computers that host data and programs available to a small group of users.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 19 | |

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| 14. Notebook computers (also called laptops) are about the size of a paper notebook and open to reveal a screen and keyboard.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 23 | |

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| 15. Tablet computers are typically about the size of a notebook computer and are designed to be used with a digital pen/stylus or touch input.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 23 | |

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| 16. A mainframe computer is a powerful computer used in many large organizations that need to manage large amounts of centralized data.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 26 | |

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| 17. Small office networks enable workers to access company records stored on a network server.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 28 | |

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| 18. Once you have an Internet connection, you are ready to begin *programming* the Web—that is, to use a Web browser to view Web pages.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 33 | |

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| 19. Web browsers maintain a History list, which is a record of all Web pages visited during the period of time specified in the browser settings.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 34 | |

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| 20. Satellite communication (more commonly called s-com) is the process of exchanging electronic messages between individuals over a network—usually the Internet.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | 35 | |

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| 21. Wireless networking allows the use of computers in virtually any location. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 7 | |

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| 22. A(n) display screen is a programmable, electronic device that accepts data, performs operations on that data, presents the results, and stores the data or results as needed. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - computer | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| 23. A user inputs data into a computer, and then the computer processes it. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 24. Dr. Herman Hollerith’s Punch Card Tabulating Machine and Sorter was the first electromechanical machine that could read slide rules. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - punched cards, punch cards | | *POINTS:* | 1 | | *REFERENCES:* | 12 | |

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| 25. Fourth-generation computers typically use a keyboard and mouse for input, a monitor and printer for output, and hard drives, flash memory media, and optical discs for storage. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 26. Communications hardware includes modems, network projectors, and routers. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - adapters | | *POINTS:* | 1 | | *REFERENCES:* | 16 | |

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| 27. The background work area displayed on the screen for computers running Microsoft Windows is called the desktop. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 16 | |

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| 28. Computer programmers are the people who use computers to perform tasks or obtain information. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - users, end users | | *POINTS:* | 1 | | *REFERENCES:* | 17 | |

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| 29. Mobile tablets are extremely powerful computers used for complex computations and processing. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Supercomputers | | *POINTS:* | 1 | | *REFERENCES:* | 19 | |

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| 30. The ISP is the largest and most well-known computer network in the world. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Internet | | *POINTS:* | 1 | | *REFERENCES:* | 28 | |

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| 31. IP addresses and their corresponding domain names are used to identify computers available through the Internet. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 30 | |

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| 32. An e-mail address consists of a(n) username, followed by the @ symbol, followed by the domain name for the computer that will be handling that person’s e-mail (called a mail server). \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | 31 | |

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| 33. Spam refers to harmful programs that can be installed on our computers without our knowledge. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Malware | | *POINTS:* | 1 | | *REFERENCES:* | 37 | |

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| 34. Abbreviations or acronyms, such as BTW for “between the words,” are commonly used to save time in all types of communications today. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - by the way | | *POINTS:* | 1 | | *REFERENCES:* | 38 | |

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| 35. Independent Web sites such as Snopes.com reports on the sources of current online rumors and stories. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - validity | | *POINTS:* | 1 | | *REFERENCES:* | 39 | |

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| 36. Fifty years ago, computers were used primarily by researchers and \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | musicians | b. | scientists | |  | c. | writers | d. | designers |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 37. In the early 1980s, \_\_\_\_ were invented and computer use increased dramatically.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | printers | b. | networks | |  | c. | microcomputers | d. | computers |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 38. Computing technologies make it possible to have \_\_\_\_, traditional appliances with some type of built-in computer or communications technology.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | design appliances | b. | smart computers | |  | c. | home computers | d. | smart appliances |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 7 | |

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| 39. Many schools, particularly college campuses, today have wireless \_\_\_\_ that allow students to connect their devices wirelessly to the Internet and to campus resources from anywhere on campus.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | hotspots | b. | hotpoints | |  | c. | com spots | d. | com points |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 7 | |

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| 40. Access control at many businesses and organizations is provided by \_\_\_\_, which allow only authorized individuals to enter an office building, punch in or out of work, or access the company network via an access card or a fingerprint or hand scan.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | bar codes | b. | virtual reality glasses | |  | c. | collaboration systems | d. | authentication systems |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 8 | |

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| 41. \_\_\_\_ occurs when data is entered into the computer.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Output | b. | Processing | |  | c. | Input | d. | Storage |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| 42. In addition to the four primary computer operations, today’s computers almost always perform \_\_\_\_ functions.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | punching | b. | communications | |  | c. | sorting | d. | programming |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 43. When data is processed into a meaningful form, it becomes \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | information | b. | code | |  | c. | a program | d. | a database |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 44. Hollerith’s machine was used to process the 1890 U.S. Census data in \_\_\_\_, as opposed to the decade it usually took to process the data manually.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | two and one-half years | b. | six and one-half years | |  | c. | four and one-half years | d. | eight and one-half years |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 12 | |

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| 45. Integrated circuits incorporate many transistors and electronic circuits on a single tiny silicon chip, allowing \_\_\_\_ to be even smaller and more reliable than earlier computers.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | second-generation computers | b. | third-generation computers | |  | c. | fourth-generation computers | d. | fifth-generation computers |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 13 | |

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| 46. Common input devices include the keyboard, \_\_\_\_, and integrated video cameras.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | printer | b. | mouse | |  | c. | speaker | d. | monitor |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 47. A variety of \_\_\_\_ and network adapters are available to communicate electronically because there are different types of Internet and network connections.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | punch cards | b. | licenses | |  | c. | monitors | d. | modems |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 16 | |

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| 48. The term \_\_\_\_ refers to the programs or instructions used to tell the computer hardware what to do.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | hardware | b. | port | |  | c. | software | d. | adapter |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 16 | |

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| 49. \_\_\_\_ that allow individuals to perform specific tasks are launched via the operating system, such as by using the Windows Start menu on Windows computers.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Clouds | b. | Protocols | |  | c. | Routers | d. | Apps |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 17 | |

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| 50. Application programs can help users write their own programs in a form the computer can understand using a programming language such as Visual Basic, COBOL, C++, Java, or \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Virtual D | b. | Virtual RPG | |  | c. | Fort | d. | Python |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 17 | |

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| 51. Some languages are traditional programming languages for developing applications; others, such as markup and scripting languages like HTML, XHTML, and \_\_\_\_, are designed to be used to create Web pages.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | TCP/IP | b. | Rextore | |  | c. | PDF | d. | JavaScript |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 17 | |

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| 52. A \_\_\_\_ is loosely defined as a small device that has built-in computing or Internet capability.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | mainframe computer | b. | midrange server | |  | c. | mobile device | d. | personal computer |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 20 | |

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| 53. Because many mobile devices and personal computers today are continually connected to the Internet, securing those devices against computer viruses and \_\_\_\_ is essential for both individuals and businesses.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | hackers | b. | scripts | |  | c. | booters | d. | applets |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 21 | |

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| 54. A personal computer or PC, originally called a \_\_\_\_, is a small computer designed to be used by one person at a time.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | processor | b. | microcomputer | |  | c. | microchip | d. | coprocessor |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 21 | |

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| 55. Conventional personal computers that are designed to fit on or next to a desk are often referred to as \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | desktop computers | b. | laptop computers | |  | c. | office computers | d. | processor computers |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 21 | |

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| 56. Ultraportables conforming to Intel’s standards can be marketed as \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | IntelBooks | b. | Ultrabooks | |  | c. | hybrids | d. | smallframe computers |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 23 | |

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| 57. Hybrid notebook-tablet computers are also called convertible tablets or \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | 2-in-1 computers | b. | netbook computers | |  | c. | laptop computers | d. | PDAs |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 23 | |

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| 58. A(n) \_\_\_\_ is a computer used to host programs and data for a network.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | mainframe computer | b. | super server | |  | c. | midrange server | d. | Internet server |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 24 | |

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| 59. A \_\_\_\_ is a collection of computers and other devices that are connected in order to enable users to share hardware, software, and data, as well as to communicate electronically with each other.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | computer bank | b. | database | |  | c. | data bank | d. | computer network |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 27 | |

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| 60. To request a Web page or other resource located on the Internet, use its \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | MAC address | b. | menu bar | |  | c. | domain ID | d. | Internet address |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 30 | |

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| 61. Similar to the way an IP address or domain name uniquely identifies a computer on the Internet, a \_\_\_\_ uniquely identifies a specific Web page.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | universal resource identifier (URI) | b. | Web ID (WID) | |  | c. | uniform resource locator (URL) | d. | Web resource identifier (WRI) |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 31 | |

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| 62. To contact people using the Internet, you most often use their \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | domain names | b. | e-mail addresses | |  | c. | usernames | d. | passwords |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 31 | |

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| 63. To navigate to a new Web page for which you know the URL, type that URL in the browser’s \_\_\_\_ bar and press Enter.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | address | b. | domain | |  | c. | data | d. | menu |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 33 | |

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| 64. There are a number of special Web pages, called \_\_\_\_, available to help you locate what you are looking for on the Internet.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | search sites | b. | virtual IDs | |  | c. | domain sites | d. | Internet repositories |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | 34 | |

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| 65. \_\_\_\_ is typically free and virtually all ISPs used with personal computers include e-mail service in their monthly fee.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Short Message mail | b. | Web-based e-mail | |  | c. | Web-com | d. | Program-based e-mail |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 35 | |

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| 66. A variety of problems have emerged from our extensive use of computers and related technology, ranging from stress and health concerns, to the proliferation of \_\_\_\_ and malware.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | wardriving | b. | domain theft | |  | c. | spam | d. | caching |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 37 | |

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| 67. \_\_\_\_ refers to guidelines for online behavior.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Net rules | b. | Web etiquette | |  | c. | Internet Rules | d. | Netiquette |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 38 | |

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| 68. \_\_\_\_ refers to typing your entire e-mail message or online post using capital letters.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Spamming | b. | Phishing | |  | c. | Calling | d. | Shouting |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 38 | |

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| 69. \_\_\_\_ are illustrations of faces showing smiles, frowns, and other expressions that are created with keyboard symbols.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Spams | b. | Phishes | |  | c. | Emoticons | d. | Trojan horses |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 38 | |

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| 70. By their very nature, online communications lend themselves to *\_\_\_\_*.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | patriotism | b. | anonymity | |  | c. | caching | d. | plaguing |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 39 | |

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| **Case-Based Critical Thinking Questions**  ​  **Case 1-1**  Sarah is a busy real estate agent with a growing clientele. She is looking to purchase a new computer and software so that she can keep track of her client’s accounts, access the Internet from anywhere in the city, and touch up photos of real estate properties. |

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| 71. Sarah stores digital photographs of houses she is previewing. She needs to be able to copy these to the computer at her office. What type of storage device should she use?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | data projector | b. | router | |  | c. | scanner | d. | USB flash drive |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 14 | | *TOPICS:* | Critical Thinking | |

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| 72. Sarah has hired a programmer to create a Web page for her business. What type of programming language will the programmer most likely use?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Python | b. | COBOL | |  | c. | XHTML | d. | BASIC |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 17 | | *TOPICS:* | Critical Thinking | |

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| 73. What kind of computer would most likely fit Sarah’s needs?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | midrange server | b. | embedded device | |  | c. | notebook computer | d. | docking station |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | 23 | | *TOPICS:* | Critical Thinking | |

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| **Case-Based Critical Thinking Questions**  ​  **Case 1-2**  Jamie is interested in pursuing some aspect of computer technology as a career. He is very comfortable working with PCs and has a broad knowledge of the typical systems and applications software that people use. He has always enjoyed working closely with people and has a good facility for explaining how technical systems work. |

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| 74. Jamie’s mother is a computer programmer and would like Jamie to follow in her footsteps. What course would she most likely suggest that Jamie take in college?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | systems analysis | b. | history of computing | |  | c. | computer literacy | d. | Java |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | 17 | | *TOPICS:* | Critical Thinking | |

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| 75. From the description provided, what type of computer-related job would Jamie probably enjoy the most?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | hardware designer | b. | computer operations personnel | |  | c. | graphic designer | d. | end user |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | 18 | | *TOPICS:* | Critical Thinking | |

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| 76. Because of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, many devices today are single units with multiple computing or Internet capabilities.   |  |  | | --- | --- | | *ANSWER:* | convergence | | *POINTS:* | 1 | | *REFERENCES:* | 6 | |

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| 77. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are traditional appliances with some type of built-in computer or communications technology.   |  |  | | --- | --- | | *ANSWER:* | Smart appliances | | *POINTS:* | 1 | | *REFERENCES:* | 7 | |

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| 78. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an alternative to traditional classroom learning in which students participate, typically at their own pace, from their current location instead of physically going to class.   |  |  | | --- | --- | | *ANSWER:* | Distance learning | | *POINTS:* | 1 | | *REFERENCES:* | 7-8 | |

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| 79. Consumer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are small self-service computer-based stations that provide information or other services to the public, including those used for ATM transactions and bridal registries.   |  |  | | --- | --- | | *ANSWER:* | kiosks | | *POINTS:* | 1 | | *REFERENCES:* | 9 | |

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| 80. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ payment systems allow individuals to pay for purchases using a smartphone or other device.   |  |  | | --- | --- | | *ANSWER:* | Mobile | | *POINTS:* | 1 | | *REFERENCES:* | 10 | |

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| 81. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ used with a computer determine the tasks that the computer is able to perform.   |  |  | | --- | --- | | *ANSWER:* | programs  software | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 82. The progression of input, processing, output, and storage is sometimes referred to as the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ cycle or the information processing cycle.   |  |  | | --- | --- | | *ANSWER:* | IPOS | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 83. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_—technically an input or output operation, depending on which direction the information is going—is often considered the fifth primary computer operation.   |  |  | | --- | --- | | *ANSWER:* | Communications | | *POINTS:* | 1 | | *REFERENCES:* | 11 | |

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| 84. The first computers were powered by thousands of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that needed to be constantly replaced, required a great deal of electricity, and generated a lot of heat.   |  |  | | --- | --- | | *ANSWER:* | vacuum tubes  glass tubes  tubes | | *POINTS:* | 1 | | *REFERENCES:* | 12 | |

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| 85. Fifth-generation computers are most commonly defined as those that are based on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, allowing them to think, reason, and learn.   |  |  | | --- | --- | | *ANSWER:* | artificial intelligence | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 86. The physical parts of a computer are collectively referred to as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | hardware | | *POINTS:* | 1 | | *REFERENCES:* | 14 | |

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| 87. HTML is a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or scripting language.   |  |  | | --- | --- | | *ANSWER:* | markup | | *POINTS:* | 1 | | *REFERENCES:* | 17 | |

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| 88. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are computer professionals who write the programs that computers use.   |  |  | | --- | --- | | *ANSWER:* | Programmers | | *POINTS:* | 1 | | *REFERENCES:* | 18 | |

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| 89. One trend involving servers is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which means creating virtual (rather than actual) versions of a computing resource.   |  |  | | --- | --- | | *ANSWER:* | virtualization | | *POINTS:* | 1 | | *REFERENCES:* | 25 | |

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| 90. Unlike mainframe computers, which typically run multiple applications simultaneously to serve a wide variety of users,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ generally run one program at a time, as fast as possible.   |  |  | | --- | --- | | *ANSWER:* | supercomputers | | *POINTS:* | 1 | | *REFERENCES:* | 26 | |

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| 91. Individual users connect to the Internet by connecting their computers or mobile devices to servers belonging to a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | ISP  Internet service provider  Internet service provider (ISP)  ISP (Internet service provider) | | *POINTS:* | 1 | | *REFERENCES:* | 28 | |

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| 92. ISP servers are continually connected to a larger network, called a regional network, which, in turn, is connected to one of the major high-speed networks within a country, called a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ network.   |  |  | | --- | --- | | *ANSWER:* | backbone | | *POINTS:* | 1 | | *REFERENCES:* | 28 | |

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| 93. The World Wide Web refers to one resource—an enormous collection of documents called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_—available through the Internet.   |  |  | | --- | --- | | *ANSWER:* | Web pages | | *POINTS:* | 1 | | *REFERENCES:* | 28 | |

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| 94. One of the most common online security risks today is your computer becoming infected with a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | malware program  virus  computer virus | | *POINTS:* | 1 | | *REFERENCES:* | 37 | |

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| 95. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are being used with increased frequency in text messaging and e-mail exchanged via mobile phones to speed up the text entry process.   |  |  | | --- | --- | | *ANSWER:* | Abbreviations | | *POINTS:* | 1 | | *REFERENCES:* | 38 | |

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| 96. Discuss the role of computers on the job.   |  |  | | --- | --- | | *ANSWER:* | ​Although computers have been used on the job for years, their role is continually evolving. Computers were originally used as research tools for computer experts and scientists, and then as productivity tools for office workers. Today, computers are used by all types of employees in all types of businesses—including corporate executives, retail store clerks, traveling sales professionals, artists and musicians, engineers, police officers, insurance adjusters, delivery workers, doctors and nurses, auto mechanics and repair personnel, and professional athletes. In essence, the computer has become a universal tool for on-the-job decision making, productivity, and communications. Computers are also used extensively for access control at many businesses and organizations, such as authentication systems that allow only authorized individuals to enter an office building, punch in or out of work, or access the company network via an access card or a fingerprint or hand scan. | | *POINTS:* | 1 | | *REFERENCES:* | 8 | | *TOPICS:* | Critical Thinking | |

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| 97. Define the four primary operations of a computer.   |  |  | | --- | --- | | *ANSWER:* | The four primary operations of a computer can be defined as follows:  Input—entering data into the computer.  Processing—performing operations on the data.  Output—presenting the results.  Storage—saving data, programs, or output for future use. | | *POINTS:* | 1 | | *REFERENCES:* | 10 | | *TOPICS:* | Critical Thinking | |

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| 98. Discuss the development and characteristics of second-generation computers.   |  |  | | --- | --- | | *ANSWER:* | The second generation of computers began when the transistor—a small device made of semiconductor material that acts like a switch to open or close electronic circuits—started to replace the vacuum tube. Transistors allowed second-generation computers to be smaller, less expensive, more powerful, more energy-efficient, and more reliable than first-generation computers. Typically, programs and data were input on punch cards and magnetic tape, output was on punch cards and paper printouts, and magnetic tape was used for storage. Hard drives and programming languages (such as FORTRAN and COBOL) were developed and implemented during this generation. | | *POINTS:* | 1 | | *REFERENCES:* | 13 | | *TOPICS:* | Critical Thinking | |

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| 99. What does an output device do?   |  |  | | --- | --- | | *ANSWER:* | An output device accepts processed data from the computer and presents the results to the user, most of the time on the display screen  (monitor), on paper (via a printer), or through a speaker. Other common output devices include headphones and headsets (used to deliver audio output to a single user) and data projectors (used to project computer images onto a projection screen). | | *POINTS:* | 1 | | *REFERENCES:* | 15 | | *TOPICS:* | Critical Thinking | |

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| 100. Define the six categories into which computers are generally classified.   |  |  | | --- | --- | | *ANSWER:* | Computers are generally classified by the following categories, based on size, capability, and price.  - Embedded computers—tiny computers embedded into products to perform specific functions or tasks for that product.  - Mobile devices—smartphones, small tablets, and other small personal devices that contain built-in computing or Internet capabilities.  - Personal computers—fully functioning portable or desktop computers that are designed to be used by a single individual at a time.  - Servers—computers that host data and programs available to a small group of users.  - Mainframe computers—powerful computers used to host a large amount of data and programs available to a wide group of users.  - Supercomputers—extremely powerful computers used for complex computations and processing. | | *POINTS:* | 1 | | *REFERENCES:* | 19 | | *TOPICS:* | Critical Thinking | |