

**Overview**

Technology is the new competitive edge for business. Successful business leaders must understand the impact of technology and know how to effectively harness it to drive their business success.

**Competencies**

The topics listed below are prioritized, listing the most important content areas of the tests.

- Basic technology concepts
- Internet and Web sites
- Computer applications and integration
- Networking
- Telecommunications
- Computer equipment

**Procedures/Tips**

- Review the Competitive Events Tips in the front of the book.

**Web Site Resources**

- <http://www.thinkquest.org/>
- [http://www.library.northwestern.edu/reference/tutorials/internet\\_tutorial/](http://www.library.northwestern.edu/reference/tutorials/internet_tutorial/)
- <http://www.sitemonster.net/>

---

### Technology Concepts Sample Questions

1. The first thing you can do to increase the available conventional memory is
  - a. Remove DOS.
  - b. Add DOS=HIGH to the CONFIG.SYS.
  - c. Rearrange the loading order of the drivers.
  - d. Load all device drivers into UMBS.
2. All of the following are means of disk organization **except**:
  - a. heads
  - b. tracks
  - c. sectors
  - d. cylinders
3. Which type of signal degrades the most over longer distances?
  - a. serial
  - b. analog
  - c. parallel
  - d. digital
4. Which OSI layer signals "all clear" by making sure the data frames are error-free?
  - a. transport layer
  - b. protocols
  - c. session layer
  - d. application layer
5. Before you install a new device in a functioning computer, you should
  - a. disassemble the computer.
  - b. determine the computer's available resources.
  - c. install DOS.
  - d. install MSD.
6. During a routine installation of Windows 2000, Setup detected a problem during the partition check. After rebooting and reattempting setup, the problem continues. What should you do?
  - a. Reboot the computer, access the system BIOS, change the boot sequence to boot from the CD-ROM, and reboot. The problem will go away.
  - b. Nothing. Windows 2000 Setup is designed to fix any problem encountered.
  - c. Install Windows 2000 to an alternate partition.
  - d. Terminate Setup and run a full scandisk.
7. Which of the following is **not** an advantage of the Windows Installer over traditional installing methods?
  - a. easier customization through the use of MST files
  - b. the ability to install components only when they are needed
  - c. the ability to detect and restore deleted or corrupt files
  - d. the ability to individualize application elements for installation
8. In order to delete and/or replace system files, which command must you use to remove the hidden, system, and read-only attributes on the file before you replace the file?
  - a. ERASE
  - b. DELETE
  - c. ATTRIB
  - d. UNDELETE

- 
9. Which of the following is **true** of master/slave hard drive configurations?
    - a. The primary controller must contain drives that are technologically similar to or newer than drives on the secondary controller.
    - b. Do not mix ATA and IDE drives on a single controller.
    - c. Do not install drives on the secondary controller without a primary slave present.
    - d. Do not configure a hard drive to be CD-ROM drive's slave.
  10. Which device can be used to protect the computer from electrical power surges?
    - a. a suppressor
    - b. a backup battery
    - c. a noise filter
    - d. a UPS
  11. A customer is complaining that the power in the office sometimes surges, sometimes causes blackouts, and has EMI. What single device can you recommend to help the most in this situation?
    - a. a noise filter
    - b. a backup battery
    - c. a suppressor
    - d. a UPS
  12. Which of the following is **not** a part of the graphical phase of Windows 2000 Setup?
    - a. date and time settings
    - b. networking setting/installing components
    - c. regional setting
    - d. partitioning the hard drive
  13. A "201" error at system startup means what?
    - a. bad hard disk system
    - b. bad system board
    - c. bad floppy drive
    - d. bad memory
  14. Any printer that uses the electro photographic process contains how many standard assemblies?
    - a. eight
    - b. six
    - c. four
    - d. five
  15. You've set up a network whereby each computer acts as a client and a server and in which each user shares each other's resources, including printers. What is the correct term for such an arrangement?
    - a. sharing & caring
    - b. server-client linking
    - c. enterprise services
    - d. peer-to-peer networking
  16. When a user tries to save to the hard drive in a particular application, the computer locks up. Otherwise, the application works normally. Assume that the computer has only one hard drive installed. Which of the following can you rule out as the cause of the problem?
    - a. an improperly written application
    - b. the hard drive's configuration
    - c. an improper installation of the application
    - d. insufficient system requirements

- 
17. Which of the following is the most effective device for cleaning the internal rollers in a mouse?
    - a. distilled water
    - b. mild, soapy water
    - c. an eraser
    - d. isopropyl alcohol
  18. The No Operating System Found error message means that the computer's BIOS checked all the drives it knew about and couldn't find any disk with a bootable sector. This could occur because of all of the following reasons **except**
    - a. an operating system wasn't installed.
    - b. there is no problem with the boot sector.
    - c. the boot sector has been corrupted.
    - d. the boot files have been corrupted.
  19. You can map a network drive in both Windows 9x and 2000 using which of the following commands?
    - a. Connect to Network Share
    - b. Map Network Drive
    - c. Map Network Share
    - d. Connect Network Share
  20. Applications can be installed from all of the following devices **except**
    - a. CD-ROM.
    - b. network.
    - c. internet.
    - d. backup drives.
  21. Which type(s) of printers can be used with multipart forms?
    - a. bubble-jet
    - b. dot-matrix printers
    - c. EP process laser printers
    - d. HP process laser printers
  22. When a drive is partitioned, what is the first partition that is created called?
    - a. extended partition
    - b. secondary partition
    - c. expanded partition
    - d. primary partition
  23. Which of the following is the correct way to use the protocol utility IPCONFIG in a Windows 2000 environment?
    - a. Choose Start > Run, type CMD, and press Enter. At the command prompt, type IPCONFIG.
    - b. Choose Start > Run and type IPCONFIG
    - c. Open a browser window and type IPCONFIG in the address line.
    - d. IPCONFIG does not work with Windows 2000.
  24. Which of the following statements is true regarding DRAM and SRAM?
    - a. DRAM is used as cache memory because it is available in higher capacities than SRAM.
    - b. SRAM is used as main memory because it is faster than DRAM.
    - c. DRAM is used as main memory because it is cheaper than SRAM.
    - d. SRAM requires a constant power refresh.

- 
25. Which person is credited for developing the World Wide Web?
- a. Tim Berners-Lee
  - b. Jack Kilby
  - c. Robert Noyce
  - d. Alan Kay
26. Which IPSec policy would you use to request security but permit insecure communications when linking with non-Windows 2000 computers?
- a. custom
  - b. client
  - c. secure server
  - d. server
27. Spyware consists of
- a. software that installs ActiveX controls and browser helper objects.
  - b. software that modifies the Windows Registry and adds dynamic link libraries.
  - c. software that changes your C:\ Drive to the E:\ Drive and wipes out all system files.
  - d. software of the movie clip: The Pink Panther where Peter Sellers is shown spying on your computer.
28. There are three types of mouse clicks in Windows. What are they?
- a. secondary click, primary click, and double-click
  - b. primary click, left-right click, and triple-click
  - c. double-click, right-left click, and primary click
  - d. primary click, triple-click, and right-left click
29. Which access method asks the other workstations for permission to transmit before transmitting?
- a. token passing
  - b. demand priority
  - c. CSMA/CA
  - d. CSMA/CD
30. Which connectivity device transmits packets the fastest?
- a. brouter
  - b. bridge
  - c. gateway
  - d. router

---

**Spreadsheet Applications Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) A | 21) C |
| 2) B  | 12) C | 22) B |
| 3) A  | 13) D | 23) A |
| 4) C  | 14) C | 24) A |
| 5) C  | 15) B | 25) C |
| 6) B  | 16) B | 26) A |
| 7) B  | 17) D | 27) A |
| 8) B  | 18) A | 28) D |
| 9) B  | 19) C | 29) D |
| 10) A | 20) D | 30) D |

**Technology Concepts Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) D | 21) B |
| 2) A  | 12) D | 22) D |
| 3) D  | 13) D | 23) A |
| 4) A  | 14) A | 24) C |
| 5) B  | 15) D | 25) A |
| 6) D  | 16) B | 26) D |
| 7) D  | 17) D | 27) B |
| 8) A  | 18) B | 28) A |
| 9) D  | 19) B | 29) C |
| 10) A | 20) D | 30) B |

**Word Processing I Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) C | 21) C |
| 2) B  | 12) C | 22) A |
| 3) D  | 13) C | 23) B |
| 4) B  | 14) A | 24) D |
| 5) B  | 15) C | 25) C |
| 6) B  | 16) B | 26) C |
| 7) A  | 17) C | 27) B |
| 8) A  | 18) B | 28) B |
| 9) D  | 19) B | 29) D |
| 10) B | 20) D | 30) A |

**Word Processing II Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) B | 21) D |
| 2) A  | 12) A | 22) A |
| 3) C  | 13) B | 23) B |
| 4) C  | 14) B | 24) A |
| 5) A  | 15) C | 25) C |
| 6) B  | 16) C | 26) B |
| 7) A  | 17) B | 27) B |
| 8) D  | 18) A | 28) C |
| 9) C  | 19) A | 29) A |
| 10) A | 20) D | 30) A |