Chapter 11
The Computer as a Medium for Sharing Knowledge

True-False Questions

1.   KM involves communicating knowledge among people.

    Answer: True   **Difficulty: Easy**   **Reference: p. 204**

2.   In the modern pre-information age two-way communication was typically best done in face-to-face interviews.

    Answer: False   **Difficulty: Medium**   **Reference: p. 204**

3.   Various types of information including documents and drawings may be communicated over the telephone.

    Answer: False   **Difficulty: Easy**   **Reference: p. 204**

4.   Synchronous communication is difficult to accomplish in today's hyperactive business environment.

    Answer: True   **Difficulty: Easy**   **Reference: p. 204**

5.   The telephone represented an asynchronous advancement over previous synchronous methods of communication.

    Answer: False   **Difficulty: Medium**   **Reference: p. 204**

6.   The Internet and WWW are revolutionizing the concept of business communications.

    Answer: True   **Difficulty: Easy**   **Reference: p. 204**

7.   For all the advances made in the 20th century, communications were still very limited until the emergence of digital computer networks.

    Answer: True   **Difficulty: Easy**   **Reference: p. 204**

8.   E-mail is the most significant impact of computers for companies managing knowledge.

    Answer: False   **Difficulty: Medium/Hard** **Reference: p. 205**

9.   The Internet is the underlying infrastructure that permits communication between computers.

    Answer: True   **Difficulty: Easy**   **Reference: p. 205**

10.   Computers must be in the same heterogeneous network to communicate over the Internet.

    Answer: False   **Difficulty: Medium**   **Reference: p. 205**

11.   Information was only available to clients via FTP in the early days of the Internet.

       Answer: True   **Difficulty: Medium**   **Reference: p. 205**

12.   Because of the WWW, FTP is no longer in use today.

       Answer: False   **Difficulty: Medium**   **Reference: p. 205, p. 206**

13.   The WWW is a network of computers.

       Answer: False   **Difficulty: Hard**   **Reference: p. 205**

14.   Web pages communicate the contents of a server in an organized and often artistic fashion.

       Answer: True   **Difficulty: Easy**   **Reference: p. 205**

15.   HTML is a programming language used for the WWW.

       Answer: False   **Difficulty: Hard**   **Reference: p. 205**

16.   Java is a high-level interpreted (not compiled) object-oriented programming language.

       Answer: True   **Difficulty: Medium**   **Reference: p. 207**

17.   Search engines are one of the most indispensable tools of the WWW.

       Answer: True   **Difficulty: Easy**   **Reference: p. 208**

18.   All search engines require Web page developers to supply the search index with the Web page address and a list of the page contents to be included in the engine's index.

       Answer: False   **Difficulty: Medium**   **Reference: pp. 208-210**

19.   Passwords are a secure way to prevent network eavesdroppers from gaining access to secure information.

       Answer: False   **Difficulty: Medium**   **Reference: p. 211**

20.   Firewalls add a significant barrier to help discourage intruders into a WWW connected system.

       Answer: True   **Difficulty: Easy**   **Reference: p. 212**

Multiple Choice Questions

21.   Which of the following best describes telephone-based communication?
    a. Asynchronous and physically collocated.
    b. Asynchronous and geographically distributed.
    c. Asynchronous or synchronous.
    d. Synchronous and physically collocated.
    e. Synchronous and geographically distributed.

    Answer: e   Difficulty: Easy   Reference: p. 204

22.   Why did answering machines become popular in the business world?
    a. As a reaction to limited time availability.
    b. As a means for distinguishing managers from staff.
    c. As a reaction to the distributed nature of modern businesses.
    d. As a way to provide 24-hour customer service.
    e. As a new medium for sharing knowledge.

    Answer: a   Difficulty: Medium   Reference: p. 204

23.   What is a knowledge sharing limitation of answering machines and voice mail services?
    a. Information converted into an asynchronous medium.
    b. Knowledge must be externalized into explicit format.
    c. Answering systems must be physically next to telephones.
    d. Limited length of information exchanged.
    e. Limited type of medium.

    Answer: d   Difficulty: Medium   Reference: p. 204

24.   Prior to the WWW, which computer technique had a large impact on companies managing knowledge?
    a. Remote program execution.
    b. Peripheral device sharing.
    c. E-mail and file transfer.
    d. Networking across distances.
    e. Search engines and agents.

    Answer: c   Difficulty: Medium   Reference: p. 205

25.   What is a brief definition of the WWW?
    a. A network of widely distributed computers.
    b. A hypermedia system distributed over the entire Internet.
    c. A special software package called a browser.
    d. HTML.
    e. A knowledge distribution protocol.

    Answer: b   Difficulty: Medium/Hard   Reference: p. 205

26.   What does the Internet provide for the WWW?
       a. Underlying infrastructure.
       b. Transport of information packets.
       c. Security.
       d. Reliability.
       e. All of the above.

       Answer: e   Difficulty: Easy/Medium   Reference: p. 205

27.   What is the standard representation for text and graphics on WWW Web pages?
       a. Web browsers.
       b. Web servers.
       c. HTML.
       d. Java programming language.
       e. Word or Adobe files.

       Answer: c   Difficulty: Easy   Reference: p. 205

28.   What is the main job of a Web server?
       a. Search the WWW for pages containing specific keywords.
       b. Provide automatic translation of documents into HTML.
       c. Authenticate Web clients.
       d. Serve as a repository of documents and other sources of knowledge.
       e. All of the above.

       Answer: d   Difficulty: Hard   Reference: p. 205

29.   A Web page consists of a file expressed in _____.
       a. Plaintext
       b. HTML
       c. Adobe acrobat .pdf
       d. Java
       e. Any script language (Javascript or VBscript)

       Answer: b   Difficulty: Easy   Reference: p. 205

30.   What does the acronym URL mean?
       a. Uniform resource locator.
       b. Universal rich language.
       c. Utility requirements legend.
       d. Undocumented repository location.
       e. Unique-knowledge resource loader.

       Answer: a   Difficulty: Easy   Reference: p. 206

31.   What is another name for the default page at a Website?
       a.   Portal.
       b.   Browser page.
       c.   Index.
       d.   Script page.
       e.   Web anchor.

       Answer: a   Difficulty: Medium   Reference: p. 206

32.   From the knowledge sharing viewpoint, what is one very important aspect of Web pages?
       a.   They are explicit forms of knowledge.
       b.   They may have multiple authors.
       c.   They can be either static or dynamic.
       d.   They permit rapid evaluation of new knowledge.
       e.   They provide the ability to download documents.

       Answer: e   Difficulty: Medium   Reference: p. 206

33.   What is a dynamic Web page?
       a.   A Web page that contains links to other web pages.
       b.   A Web page that executes a program on the client's computer to update the page.
       c.   A Web page that is created when requested, but does not change on the client side.
       d.   A Web page that remains on the server side for a thin client architecture.
       e.   A Web page that configures its text size, color, and font for different browser machines.

       Answer: c   Difficulty: Medium   Reference: p. 207

34.   What is an active Web page?
       a.   A Web page that contains links to other web pages.
       b.   A Web page that executes a program on the client's computer to update the page.
       c.   A Web page that is created when requested, but does not change on the client side.
       d.   A Web page that remains on the server side for a thin client architecture.
       e.   A Web page that configures its text size, color, and font for different browser machines.

       Answer: b   Difficulty: Medium   Reference: p. 207

35.   According to the text, what is a widely used technology for building dynamic Web pages?
       a.   Any scripting language.
       b.   JAVA.
       c.   HTTP.
       d.   CGI.
       e.   HTML.

       Answer: d   Difficulty: Easy/Medium   Reference: p. 207

36.   What is the form of quasi-active Web pages that were an early form of active Web pages?
       a. Static Web pages with dynamically changing backgrounds (through an animated gif).
       b. Java applets.
       c. Java programs.
       d. Worms or viruses.
       e. Continuously updated dynamic Web pages.

       Answer: e   **Difficulty: Medium**   **Reference: p. 207**

37.   What is a Java program translated into for shipping across the Internet?
       a. Byte code.
       b. C++.
       c. C.
       d. Interpreter code.
       e. J++.

       Answer: a   **Difficulty: Easy**   **Reference: p. 207**

38.   Which of the following is not something that all search engines do?
       a. Compile an index of WWW contents.
       b. Encode index information into a real-time database.
       c. Provide ranked results of index matches from search requests to users.
       d. Perform real-time searches of WWW servers following a search request.
       e. Provide a search query interface of the search index to users.

       Answer: d   **Difficulty: Medium**   **Reference: p. 208**

39.   What is a name given to programs that automatically search the WWW by following web
        links embedded in the Web page?
       a. LASER (latent active search engine routines).
       b. Updaters.
       c. Spiders.
       d. Metasearchers.
       e. Hybrids.

       Answer: c   **Difficulty: Medium**   **Reference: p. 209**

40.   Which of the following is not a security measure to be taken that helps ensure security on
       intranet and Internet connected computers?
       a. Firewalls.
       b. Sniffers.
       c. Passwords.
       d. Digital signatures.
       e. Encryption.

       Answer: b   **Difficulty: Medium**   **Reference: pp. 211-212**