

ICT SKILLS II

REVISION NOTES

ICT skills help us to communicate, run our business and stay connected with our family and friends. Hence, every person needs to acquire ICT skills and build them to stay updated with the latest software and applications (apps).

COMPUTER HARDWARE AND SOFTWARE

A computer system consists of two main parts—

Hardware- The physical parts that we can see and touch are called hardware. It is the machinery of a computer. These are the keyboard, monitor, CPU, etc.

Software: The part which cannot be seen but it makes hardware to work. Example: Windows, MS office etc.

OPERATING SYSTEM

An operating interface between user and computer which directs the processing of programmes and controls the operation of computer.

Some of the functions of Operating system are:

- It supervises all the hardware on a computer and monitors each device's status, including whether it's in use or not.
- It also checks whether the device is functioning properly or not.
- It also controls software resources of the computer.
- It controls how much memory is used by the computer, keeping track of which memory is free and which memory is being used by which software.
- It controls how a computer system's files and directories are organized.
- It keeps track of the amount of disk space used by a specific file.
- It allows you to create, copy, move and delete files.

Types of Operating Systems

The different types of operating systems are as follows:

Single-user , single-task operating system – This kind of operating system only permits one person to use the computer at a time for one job.

Single-user, multi-task operating system – This kind of operating system is used on desktop and laptop computers, which allow one user to run multiple programmes simultaneously. Examples of single-user multitask operating systems are Windows and Apple MacOS.

Multi-user – A multi-user operating system enables multiple users to work on the same computer at different times or simultaneously.

Real Time – A computing environment that responds to input within a specific period of time. is known as a real-time operating system. It controls the computer's resources so that each operation is completed in exactly the same amount of time each time. Real-time operating systems include Lynx OS and Windows CE.

Distributed – A distributed operating system runs on a set of computers that are interconnected by a network. It combines the different computers in the network into a single integrated computer and storage location. Windows, UNIX, and LINUX are examples of distributed operating systems.

Interactive (GUI-based) – An operating system that is user-friendly has a graphical user interface where commands can be entered by clicking, double-clicking, or right-clicking the mouse. Windows is the example of Interactive Operating System.

MENU, ICONS, AND TASK BAR ON THE DESKTOP

The components of Windows are as follows –

Taskbar – The long horizontal bar at the bottom of the screen is called the taskbar. The Start button is located to the left of the Taskbar, and Date/Time is located to the right. On the Taskbar, you can also see icons for open programmes and a few shortcuts.

Start button – It is located on the left of the taskbar. Clicking the Start button opens the Start menu and provides access to programs and features.

Recycle Bin – The user's deleted files and folders are kept in the Recycle Bin. You can restore accidentally deleted files or folders from the recycle bin.

CREATING AND MANAGING FILES AND FOLDERS

Files – Every single thing you keep on your computer is kept as a file. A file system is a method for naming, storing, and retrieving files.

Creating File


1. Right-click anywhere in the blank area of the right-column.
2. In the Shortcut menu, click New and select the type of the file you want to create.

Renaming folders and files

1. Right-click the file or the folder.
2. From the shortcut menu, select Rename option.
3. Type the new name or edit the existing name and press the Enter key.
4. Or Just select the file/folder and press Function key F2.
5. Right-click anywhere in the blank area of the right-column.
6. In the Shortcut menu, click New and select the type of the file you want to create.

Folder – Folders and directories are groups which contain single or multiple files. There may be related files and/or subfolders in each directory and folder. One or more files and other sub-folders may be located inside a sub-folder. This makes files easily accessible.

Creating Folder

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1. Double-click the Computer icon.
 2. Select the drive in which you want to create a new folder. Say, Local Disk D:.
 3. Window will open up showing files and folders in Local Disk D:.
 4. Click New Folder on the toolbar
 5. A new folder is created with name New Folder highlighted.
 6. Type a name for the folder

Renaming folders and files

1. Right-click the file or the folder.
2. From the shortcut menu, select Rename option.
3. Type the new name or edit the existing name and press the Enter key.
4. Or Just select the file/folder and press Function key F2.

Deleting files or folders

1. Click the file or the folder.
2. Press the Delete key.
3. Or Right-click and select Delete option from the Shortcut menu.

BASIC SHORTCUTS

CTRL+ z — undo

CTRL+ y — redo

CTRL+ a — select all

CTRL+ x — cut

CTRL+ c — copy
CTRL+ v — paste
CTRL+ p — print
CTRL+ s — save.

APPLY BASIC SKILLS FOR CARE AND MAINTENANCE OF COMPUTER

Computer systems require maintenance in order to function properly. System failure may result from poor maintenance. You may be able to keep it in good working order by giving it routine care and maintenance. Installing updates, security, creating backups, and scanning are all part of routine system maintenance.

To keep the computer system's maintained you should follow the following activity –

1. Keep the computer dust free.
2. Do not eat or drink while working on the computer. Food or drink may spill on the system.
3. To keep the keyboard clean, make sure your hands are clean before using it.
4. CDs and DVDs should be handled carefully so that it does not get any scratches.
5. Keep keyboard covered when not in use.

CLEANING THE COMPUTER COMPONENTS

Computer components needs proper care to last longer. Preventive maintenance increases the life of the components.

General precautions to be taken while cleaning the computer components are:

- Always Power Off the computer system before cleaning.
- Never spray cleaning fluid directly on the component of the computer. First spray the liquid on the cloth and then wipe the component.
- Do not allow the cleaning liquid to drip near the circuit board.
- Preferably use anti-static wrist band which helps to prevent building up of static electricity near electronic device.

Computer monitor

To clean the computer monitor, you can use a soft lint-free cloth, like cotton and water or special cleaning liquid. You should not spray water or cleaning liquid directly on the computer monitor as it may run through the seams.

Keyboard

The keyboard might be harmed by dirt and dust. If dirt gets inside the keyboard's keys, the keys could not work properly. Every now and then, move the keyboard while holding it upside-down to clean it.

Optical Mouse

With a clean, lint-free cloth, you can clean the optical mouse's bottom. Air or a cotton swab can be used to clean the lens region.

Digital camera

Never touch the camera's lens. You can use a soft lens brush or a soft, dry cloth to remove the dust. You can use a special lens cleaning solution to remove tenacious dust, but first you should apply it to a tissue before wiping the lens. Never spray fluid over the lens directly.

CDs and DVDs

Keep CD/DVD in proper case to prevent damage. If there is some dirt on the CD or DVD, it may not work at all. Finger prints and dirt can be removed by lightly rubbing with a clean lint-free cotton cloth.

PREPARING MAINTENANCE SCHEDULE

Regular maintenance of the computer system is very important.

Some of the maintenance activities are:

- Keep the components of the computer, like keyboard, mouse, monitor, etc. clean.
- Replace hardware that is not functioning properly
- Keep food items away from the computer

- Cables and chords should not be messed up
- Removing unauthorized software from the computer
- Take regular backup of the data
- Ensure backups are working properly by periodically restoring or checking of data. You should use external hard drive for backup of data on your computer.
- Run anti-virus periodically
- Keep anti-virus software up to date
- Do not overcharge the batteries
- Do not block the vents
- Always shut down the computer properly

PROTECTING COMPUTER AGAINST VIRUSES

An Illegal programme known as a computer virus attaches to other programmes and modifies their behaviour. A virus might or might not cause harm. Some viruses damage computer programmes or delete data. Vital Information Resource Under Seize is referred to as VIRUS.

A computer can get infected with virus in any of the following ways:

- Infected files
- Infected pen drives
- Infected CD-ROMs/DVD-ROMs
- Through infected file attachment of e-mails

A computer virus cannot do the following:

- It cannot infect files on CD or DVD, if they are closed for writing.
- It cannot infect computer hardware like, keyboard, mouse, etc.

How do we know that our computer is infected with virus?

- Computer runs very slow
- There is change in the file size
- Computer often stops responding
- There is an increase in number of files (unusual)
- Unusual error message appears on the screen
- Computer restarts on its own

Scanning and cleaning viruses and removing SPAM files, temporary files and folders

- Install and use anti-virus software.
- Keep anti-virus software updated.
- Scan all the files that you download from the Internet
- Do not open e-mails of an unknown person/sender
- Don't allow any untrustworthy person to use your system.
- New use unknown pen drive/CD on your computer
- Never click on the windows that pop-up when you are surfing the Internet.

Preparing computer against virus

For an anti-virus program to be work effective do the following:

- It needs to run in the background at all times.
- Keep the anti-virus software updated so that it can recognize new viruses.
- Run full disk scans periodically.

REMOVING TEMPORARY FILES

When you use computer programmes, temporary files are created automatically. A TMP file is also known as Temporary file and it is created in the Microsoft Windows and Windows apps. Web browsers also create temporary files to store your browsing history.

1. Double-click Computer icon on the desktop.
2. The Computer Window opens.
3. Right-click Local Disk C: and select Properties option from the Shortcut menu
4. The Properties window opens. Click Disk Cleanup.
5. The Disk Cleanup for C: window appears

6. Click the Check box next to Temporary Files, Temporary Internet files, etc. that you want to delete.
7. Click OK.
8. A confirmation message will appear
9. Click Delete Files.
10. Windows will delete all the temporary files on the computer.

REMOVING FILES OF TEMPORARY FOLDER

1. Press Windows button + R on the keyboard.
2. The Run dialog box appears.
3. Type %temp%
4. The Temp folder opens Click Ctrl + A to select all the files in the folder. Press Delete key.
5. A message box appears. Click Yes to confirm.

FIREWALL

A computer firewall is a network security system, software, or programmable device that monitors and regulates incoming and outgoing network traffic in accordance with user-defined security rules. Computers connected to a network, such as a LAN or the Internet, are more securely protected by firewalls. Typically, a firewall creates a wall between a trusted internal network and an unreliable external network, like the Internet. Each packet of data, whether it is coming in or going out, is examined by the firewall, which then decides whether it should be permitted to pass or stopped.

COOKIES

When you visit an internet website, a user's computer stores a little file known as a cookie on it. These files are used to store information personal to a given client and website.

A cookie is sent by a website when you visit it and is saved on your computer in a file. A cookie can only be read by the website that created it. This information cannot be accessed by other servers.

BASIC TIPS FOR TAKING CARE OF DEVICES

- (i) **Keyboard:** You can clean a keyboard with a soft brush
- (ii) **Screen:** You can wipe the screen with a soft cloth to remove any finger marks.
- (iii) **Handle devices carefully:** Handle and move your laptop carefully and avoid dropping or banging it against a hard surface.
- (v) **Keep the computer cool:** If a computer, laptop or mobile device gets overheated, the internal parts can be damaged. The CPU has an internal fan to keep it cool. We should make sure the fan is functioning.
- (vi) **Do not overcharge your battery:** Sometimes we keep a device plugged in for charging even after it is fully charged. This reduces the battery life. Always unplug the device once it is charged 100%.
- (vii) **Always plug in devices carefully:** Any device being connected to a laptop or computer such as a USB drive or headphones, should be done gently. It should not be forced into the port.
- (viii) **Do not run too many programs at a time:** When too many programs are running at the same time, the computer can become slow and even crash.

PREPARE A MAINTENANCE SCHEDULE

(a) Daily Maintenance

- i. Clean up your e-mail inbox
- ii. Download e-mail attachments and save in proper folders

(b) Weekly Maintenance

- i. Clean your keyboard
- ii. Clean your monitor
- iii. Dust CPU and printer
- iv. Backup your data to an external drive

(c) Monthly Maintenance

- i. Transfer photographs to computer and delete from drive
- ii. Organise photos into folders or albums
- iii. Clean up 'Download' folder
- iv. Uninstall unused programs and apps
- v. Run disk-cleaner software
- vi. Run full system virus scan

(d) Yearly/Annual Maintenance

- (i) Clean up contacts list on social media accounts
- (ii) Clean up e-mail contact list
- (iii) Update your operating system
- (iv) Check for expiry of anti-virus software and renew

BACKUP YOUR DATA

Backing up data means to save the information present on your computer on another device, such as CD/DVD drives. Data can be recovered from here in case the computer stops working completely. Computers can crash, humans can make mistakes and natural disasters, such as floods, can happen.

Scanning and Cleaning Viruses

Sometimes computer viruses can enter a computer from such attacks we can install anti-virus software. This will prevent any viruses from entering and will also clean any viruses that may enter our system before they affect the data.

Increasing Computer Performance

If we have been using a computer for a long time we have a lot of unnecessary files and data, such as temporary files and images. When they use too much hard-disk space, the performance of the computer goes down. It is important that we keep cleaning by removing any extra files.

Removing SPAM from your Computer

Sometimes we get emails from companies who are advertising a product or trying to attract you to their website. Such mails are called SPAM. We should never respond to SPAM and delete it on a regular basis.

THREATS TO COMPUTER

Threats are the ways in which personal information can be leaked from a computer without our knowledge.

(a) Theft: Theft means stealing of information or hardware. These may be of three types:

- **Physical:** Where a person may steal your desktop computer or laptop.
- **Identity:** Where a hacker steals your personal information and assumes your identity. Using this false identity, the hacker can gain access to your account information or perform illegal activity.
- **Software Piracy:** This is stealing of software and includes using or distributing unlicensed and unauthorised copies of a computer program or software.

(b) Virus: Viruses are computer programs that can damage the data and software programs or steal the information stored on a computer. Major types of viruses are Worms and Trojan Horse.

Worms: These are viruses that replicate themselves and spread to all files once they Information and Communication Technology Skills 81 attack a computer. This makes it very difficult to remove them.

Trojan Horse: A Trojan Horse disguises itself i.e., it appears to be a useful software program but once it reaches a computer it starts behaving like a virus and destroying data.

• **Online Predator:** Online predators are people who trap you into inappropriate relationships. They may be older people posing to be your age, bullying you into doing illegal activities online and sometimes face to face.

• **Internet Scams:** Sometimes you may receive very attractive offers saying you have won huge money in a lottery and that you can claim the prize by depositing a certain amount of money. When you deposit the money using credit card or online banking, you not only lose the deposit money but your card/account information may be misused later.

PROTECTING YOUR DATA

(a) Use passwords to login to your computer: Use passwords that are difficult to guess. Passwords are difficult to hack if they are a mix of small (For example 'a b c d') and capital letters (For example, 'H J E R'), numbers (For example '8 7 6 5') and special characters (For example, '% ^ # \$'). This would prevent unauthorised people from using your computer.

(b) Install Anti-virus and Firewall: Anti-viruses and Firewall monitor the data coming in and out of a computer and prevent viruses from entering. Anti-viruses can also detect and clean viruses that may have entered a computer.

(c) Encrypt Data: This is usually done by banks and companies in which important customer information is stored. They can encrypt their entire hard disk using the encrypting feature in Windows (Bitlocker). This would force users to use a decryption password (or key) before starting the computer thus preventing unauthorised usage.

(d) Secure sites: Give details of your credit card or bank account only on secure sites. See in the address bar of the browser. If the site address starts with https:// and a lock symbol, then it is safe to give your credit card and bank details.

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ICT SKILLS II

OBJECTIVE QUESTIONS

1. An _____ is a software that serves as an interface between the user and the computer.

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

2. Which software manages all the devices of a computer and keeps track of the status of the device, whether it is busy or not?

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

3. Which software checks whether the device is functioning properly or not?

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

4. Which software controls software resources of the computer?

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

5. An _____ manages the computer memory and keeps track of which memory space is in use by which program and which space is free.

- a. operating system
- b. application software
- c. anti-virus software
- d. microsoft word

Answer: a. operating system

6. An _____ manages the computer memory and keeps track of which memory space is in use by which program and which space is free.

- a. operating system
- b. application software
- c. anti-virus software
- d. disk defragmentor

Answer: a. operating system

7. An _____ the structure of the files and directories on a computer system.

- a. operating system
- b. application software

c. anti-virus software
d. disk defragmentor
Answer: a. operating system

8. An _____ keeps track of the amount of disk space used by a specific file.
a. operating system
b. application software
c. anti-virus software
d. disk defragmentor
Answer: a. operating system

9. Which software allows you to create, copy, move and delete files?
a. operating system
b. application software
c. anti-virus software
d. disk defragmentor
Answer: a. operating system

10. Which of the following is not an operating system?
a. DOS
b. Windows
c. Linux
d. Disk Defragmentor
Answer: d. Disk Defragmentor

11. Which of the following is a free and open-source operating system?
a. DOS
b. Windows
c. Linux
d. None of these
Answer: c. Linux

12. Which of the following is not a mobile operating system?
a. Android
b. iOS
c. Windows Phone
d. Linux
Answer: d. Linux

13. Which of the following is not a mobile operating system?
a. iOS
b. Windows Phone
c. Android
d. None of these
Answer: d. None of these

14. Which of the following is not an interactive/GUI-based operating system?
a. Android
b. DOS
c. Windows
d. Linux
Answer: b. DOS

15. DOS stands for _____

- (a) Disk Operating System
 - (b) Dot Operating System
 - (c) Disk Open System
 - (d) Disk Operating Secure
- Answer: (a) Disk Operating System

16. Which of the following is Microsoft Product?

- (a) DOS
- (b) Windows
- (c) Android
- (d) Linux

Answer: (b) Windows

17. _____ operating system is an example of an interactive operating system.

- (a) Windows
- (b) DOS
- (c) Linux
- (d) None of the above

Answer: (a) Windows

18. GUI stands for _____

- (a) Graphical User Interface
- (b) Graphical User Interaction
- (c) Graphical User Interactive
- (d) None of the above

Answer: (a) Graphical User Interface

19. Which operating system allows only one user to do a task on the computer and one thing at a time?

- (a) Single-user, multi-task operating system
- (b) Single-user , single-task operating system
- (c) Multi-user
- (d) None of the above

Answer: (b) Single-user, single-task operating system

20. Which Operating System is used to control machineries like robots in complex animations and computer-controlled automated machines

- (a) Real Time
- (b) Multi-user
- (c) Single-user, multi-task operating system
- (d) Distributed

Answer: (a) Real Time

21. Examples of real-time operating systems is :

- (a) Windows CE
- (b) Lynx OS
- (c) Both of the above
- (d) None of the above

Answer: (c) Both of the above

22. Examples of distributed operating systems is

- (a) Windows

- (b) Unix
 - (c) Linux
 - (d) All of the above
- Answer: (d) All of the above

23. _____ operating system enables multiple users to work on the same computer simultaneously.

- (a) Single-user , single-task operating system
- (b) Single-user, multi-task operating system
- (c) Multi-user
- (d) None of the above

Answer: (c) Multi-user

24. Which Operating System enables single user to operate on several programs at the same time.

- (a) Single-user, multi-task operating system
- (b) Multi-user
- (c) Single-user , single-task operating system
- (d) Real Time

Answer: (a) Single-user, multi-task operating system

25. Example of a Multi-Tasking Operating System is

- (a) Windows
- (b) Apple MacOS
- (c) Both of the above
- (d) None of the above

Answer: (c) Both of the above

26. An operating system in which commands can be entered by clicking/double-clicking/right-clicking a mouse is :

- (a) GUI-based
- (b) CUI-based
- (c) TUI-based
- (d) None of the above

Answer: (a) GUI-based

27. Examples of Mobile operating Systems is :

- (a) Android
- (b) Symbian
- (c) iOS
- (d) All of the above

Answer: (d) All of the above

28. The first screen that appears on monitor after loading OS is called _____

- (a) Icons
- (b) Desktop
- (c) Wall paper
- (d) None of the above

Answer: (b) Desktop

29. Small pictures on the desktop are called _____

- (a) Desktop
- (b) Symbols
- (c) Icons

(d) Pictures

Answer: (c) Icons

30. Picture used for the desktop background is called _____

- (a) Wallpaper
- (b) Background image
- (c) Wall image
- (d) Desktop image

Answer: (a) Wallpaper

31. Start button is present on _____ side of the Taskbar.

- (a) right
- (b) left
- (c) top
- (d) bottom

Answer: (b) left

32. Bar present at the bottom of the desktop is called _____

- (a) Status bar
- (b) Scroll bar
- (c) Taskbar
- (d) None of the above

Answer: (c) Taskbar

33. Components of Windows 7 Desktop is/are :

- (a) Desktop
- (b) Wallpaper
- (c) Taskbar
- (d) All of the above

Answer: (d) All of the above

34. Which icons allows user to access all drives, files, and folders on the computer.

- (a) Recycle Bin
- (b) Computer
- (c) Application
- (d) Start button

Answer: (b) Computer

35. The main components of Taskbar is/are

- (a) Start button
- (b) Active Applications
- (c) Date/Time icon
- (d) All of the above

Answer: (d) All of the above

36. Deleted files and folders are stored in _____

- (a) Recycle bin
- (b) My Computer
- (c) Control Panel
- (d) None of the above

Answer: (a) Recycle bin

37. Everything we store in computer is stored in the form of a _____.

- (a) Folder
- (b) Sub folder
- (c) File
- (d) None of the above

Answer: (c) File

38. _____ is a way in which you give name to a file, store it and retrieve it.

- (a) Operating System
- (b) Formatting System
- (c) File System
- (d) None of the above

Answer: (c) File

39. Files can be separately placed into groups, called _____.

- (a) Folders
- (b) Directories
- (c) Both a and b
- (d) None of the above

Answer: (c) Both a and b

40. A _____ may contain one or more files and sub-folders within. This allows easy accessibility of files.

- (a) Folder
- (b) Directory
- (c) Sub-folder
- (d) None of the above

Answer: (c) Sub-folder

41. A new folder is created with the default name _____.

- (a) New Folder
- (b) New Directory
- (c) New
- (d) None of these

Answer: (a) New Folder

42. A _____ menu is appearing, when you right-click in a blank area of the desktop.

- (a) Shortcut Menu
- (b) Context Menu
- (c) Both (a) and (b)
- (d) None of these

Answer: (c) Both (a) and (b)

43. What is the shortcut key to rename a file or folder in windows?

- (a) Ctrl + R
- (b) F2
- (c) Alt + R
- (d) Ctrl + F2

Answer: (b) F2

44. Which of the following functions is not performed using a mouse?

- (a) Turn on
- (b) Hover
- (c) Right click

(d) Drag and Drop
Answer: (a) Turn on

45. What is the shortcut key to delete a file or folder in windows?

- (a) Del
- (b) Ctrl + D
- (c) Alt + D
- (d) Ctrl + Del

Answer: (a) Del

46. Similar types of files can be placed into a group called _____

- (a) File
- (b) Folder
- (c) Shortcut
- (d) None of these

Answer: (b) Folder

47. To change the name of the folder, right-click and select _____ option from the Shortcut menu.

- (a) Change Name
- (b) Modify Name
- (c) Rename
- (d) None of these

Answer: (c) Rename

48. To create a file, in the shortcut menu, click New and select the _____ of the file you want to create.

- (a) type
- (b) name
- (c) new
- (d) None of these

Answer: (a) type

49. What is the term used when you press and hold the left mouse key and move the mouse around?

- (a) Highlighting
- (b) Dragging
- (c) Selecting
- (d) Moving

Answer: (b) Dragging

50. Which of the following ways you can use to copy / move files and folders?

- (a) Shortcut Menu
- (b) Drag and Drop
- (c) Using Keyboard (Shortcut keys)
- (d) All of the above

Answer: (d) All of the above

51. To copy a file/folder, right-click and select _____ option from the Shortcut menu.

- (a) Copy
- (b) Duplicate
- (c) Move
- (d) Cut

Answer: (a) Copy

52. To paste a file/folder, right-click and select _____ option from the Shortcut menu.

- (a) Stick
- (b) Glue
- (c) Paste
- (d) Cream

Answer: (c) Paste

53. To copy a file/folder using Drag and Drop method, hold down the _____ key while dragging it to the new location.

- (a) Alt
- (b) Shift
- (c) Ctrl
- (d) Alt + Ctrl

Answer: (c) Ctrl

54. What is the shortcut keys to copy something?

- (a) Ctrl + X
- (b) Ctrl + C
- (c) Ctrl + Z
- (d) Ctrl + V

Answer: (b) Ctrl + C

55. What is the shortcut keys to paste something?

- (a) Ctrl + X
- (b) Ctrl + C
- (c) Ctrl + Z
- (d) Ctrl + V

Answer: (d) Ctrl + V

56. When you _____ a file or a folder, a duplicate of the original file or folder is created at the new location, and the original remains as it is.

- (a) Copy
- (b) Cut
- (c) Rename
- (d) Delete

Answer: (a) Copy

57. When you _____ a file or a folder, the original file or folder is moved to the new location?

- (a) move
- (b) cut
- (c) copy
- (d) Either (a) or (b)

Answer: (d) Either (a) or (b)

58. You can permanently delete the contents of the Recycle Bin. Right-click the Recycle Bin icon and then click _____.

- (a) Empty
- (b) Delete
- (c) Empty Recycle Bin
- (d) Delete Recycle Bin

Answer: (c) Empty Recycle Bin

59. To recover a file from the Recycle Bin, right-click the file, and then click _____.

- (a) Recover
- (b) Restore
- (c) Move
- (d) Undelete

Answer: (b) Restore

60. To restore a file from the Recycle Bin, select the file, and click _____.

- (a) Recover this item
- (b) Restore this item
- (c) Move this item
- (d) Undelete this item

Answer: (b) Restore this item

QUESTIONS AND ANSWERS (SET 01)

1. What is ICT?

Answer – Information and Communication Technology (ICT) is an acronym for information and communication technology.

ICT helps in the proper sharing, receiving, and processing of information, and an ICT device is a device that is used for processing, storing, and delivering information to others.

Examples of ICT devices are – Laptop, Desktop, Tablets and Smartphones.

2. Objectives of Information and communication technology? Advantages and disadvantages of ICT.

Answer – Full form of ICT is Information and communication technology. The goal of ICT is to bridge the gap between parents, educators, and students by encouraging sustainable, cooperative, and transparent communication methods.

Advantages of ICT

- a. Enhanced the modes of communication
- b. Independent learning platforms Cost – efficient
- c. Enhanced data and information security
- d. Paperless – Eliminate the usage of paper
- e. Better teaching and learning methods
- f. Web – based LMS tools

Disadvantages of ICT

- a. Traditional books and handwritten methods are at risk.
- b. Managing courses online is difficult
- c. Teachers require experience to handle ICT
- d. Risk of cyber attacks and hacks
- e. Misuse of technology

3. Difference between Hardware and Software?

Answer – A computer system consists of two main parts – Hardware and Software

- a. Hardware – Hardware is a physical part of a computer system. We can feel and touch the hardware devices. example – CPU, Mother Board, Hard Disk, Keyboard, Mouse, Printer etc.
- b. Software – Software related to the programs which perform different types of tasks on the computer system. Program is a collection of Instructions. It also helps the computer to perform the specific task. Example – Open Office Base, Spreadsheet, Presentation etc.

4. What is BIOS?

Answer – BIOS stands for Basic Input/ Output System, It helps the computer system to identify (Self-test) the peripheral devices which are connected to the computer system and helps computers to load Operating System properly.

5. What are the different types of keys in Keyboard?

Answer –

- a. Function keys – F1 to F12 are function keys in the keyboard, function keys are used for specific purposes.
- b. Control keys – SHIFT, CONTROL (CTRL), ALT, SPACEBAR, TAB AND CAPS LOCK are known as a control key, these keys are used as per the demand.
- c. Enter key – ENTER or RETURN keys are known as Enter key, depending on the brand of computer that you are using.
- d. Punctuation keys – It includes keys for punctuation marks, such as colon (:), semicolon (;), question mark (?), single quotation marks (' '), and double quotation marks (" ").
- e. Navigation keys – END, HOME, PAGE DOWN, PAGE UP and Arrow keys are known as navigation keys, these keys are used to move up, down, left or right in the document.
- f. Command keys – BACKSPACE, INSERT (INS) and DELETE(DEL) are known as command keys. INSERT key allows you to overwrite characters to the right side. The DELETE command key and BACKSPACE key are used to remove typed text, character, or any other objects from the right and left side of the cursor.
- g. Windows key – Windows key is used to open the Start menu.

6. What is the purpose of Mouse?

Answer – The purpose of the mouse is –

- a. Roll Over or Hover – Whenever we bring the mouse over the files, it shows the details of the file.
- b. Click or Double Click – Mouse allows you to select, open or delete files and folders from the computer system.
- c. Drag and Drop – Click on the file and drag and drop your file where you want.

7. What are files and folders in a computer system?

Answer –

- a. File – File is a collection of information different types of files store different types of information. Every file has a file name and extension that identifies the type of file.
- b. Folder – Folder is a collection of files or a group of files.

8. How to maintain a computer system?

Answer – Some simple ways to take care of computer system are –

- a. Keeping a Device Clean – Always keep a device clean, such as the keyboard, the screen, and the mouse. Handle your gadget with care, keep it cool, and don't overload your battery.
- b. Prepare a Maintenance Schedule – Make a schedule for computer maintenance.

Daily Maintenance

- a. Clean up your email inbox
- b. Save Important attachments and save in folder

Weekly Maintenance

- a. Clean your Keyboard, monitor, CPU and printer
- b. Backup your data

Monthly Maintenance

- a. Clean unused photographs

- b. Clean up Download folder
- c. Uninstall unused programs
- d. Run full system virus scan
- e. Run disk – cleaner software

Yearly / Annual Maintenance

- a. Clean up social media accounts
- b. Clean up e-mail contact list
- c. Update your operating System

9. How to increase Computer performance?

Answer – We frequently install a large number of applications, which slows down the computer. Always attempt to uninstall unnecessary applications, temporary files, and antivirus software updates.

10. What is a Security Break?

Answer – Security break is leakage of information stored in a computer.

Your personal information can be lost or leaked in two ways –

We are not cautious when it comes to disclosing personal information via the internet. We share our account information and passwords on unsafe websites.

A person gets unauthorized access to our computer. This can happen at work if we don't log out before leaving the computer.

11. What are the threats?

Answer – Threats are ways in which personal information from a computer can be released without our knowledge.

a. Theft – Theft means stealing of information or hardware. These may be of three types:

i. Physical – Where a person may steal your desktop computer or laptop.

ii. Identity – A hacker gets your personal information and uses it to impersonate you. The hacker can use this fake identity to get access to your account information or engage in illegal activity.

b. Software Piracy – This is stealing of software and includes using or distributing unlicensed and unauthorized copies of a computer program or software.

i. Virus – Viruses are computer programmes that can corrupt data and software applications, as well as steal data from computers. Worms and Trojan Horses are two major forms of viruses.

ii. Worms – Worms are viruses that replicate and spread to all files on a computer once they attack a computer. This makes it very difficult to remove them.

A Trojan Horse appears to be a useful software programme, but once it reaches a computer, it begins to behave like a virus and destroys the data.

iii. Online Predator – Online predators are persons who use the internet to trap you into unhealthy relationships. They could be older people appearing as your age who harass you into doing unlawful things online.

iv. Internet Scams – You may occasionally receive highly appealing offers claiming that you have won a large sum of money in a lottery and that you can claim your win by depositing a specific amount of money. When you deposit money with a credit card or through online banking, you not only lose the deposit money but your card / account information may be misused later.

12. How can we protect our data?

Answer – To protect our data from theft and viruses we can take the following measures –

a. Use Strong password in your account – Make your passwords difficult to guess. When creating a new password, attempt to use a combination of

Small Character
Capital Character
Special Character
Numbers

- b. Install Antivirus and Firewall –Anti-virus software and a firewall protect your data from virus and from hackers.
- c. Encrypt your data – Keep your information in an encrypted format to keep it safe from unauthorized users.
- d. Open only secure site – Before visiting a website, make sure the address begins with https://. A website that begins with https:// is a secure website.

QUESTIONS AND ANSWERS (SET 02)

Q1. What do you mean by ICT?

Ans. ICT stands for Information and Communication Technology. ICT refers to all the tools related to storing, recording and sending digital information.

Q2. Differentiate between Hardware and Software ?

Ans.

Hardware: The physical components that we can see and touch.

Monitor, Keyboard are examples of Hardware

Software: It is a set of programs/instructions that perform a specific task

MS Paint, MS Word are examples of Software.

Q3. What do you mean by Operating System?

Ans. Operating System : It is a software that act as an interface between the user and the computer.

Q4. Give two examples of mobile operating system.

Ans. Two examples of mobile operating system :

- a. Apple iOS
- b. Google Android

Q5. Name two operating systems for laptops or desktop.

Ans. Two operating systems for laptops or desktop are:

- a. Ubuntu
- b. Microsoft Windows

Q6. Identify me

- a. I am a physical part of computer.
- b. I am a collection of instruction doing specific task.
- c. I am the software that starts working as soon as we switch on a computer.
- d. I am an input device used to type text, numbers etc
- e. I am a small device that you can use to move, select and open items on your computer screen.

Ans. a. Hardware b. Software c. Operating System d. Keyboard e. Mouse

Q7. Expand BIOS?

Ans. BIOS stands for Basic Input/Output System

Q8. What do you mean by Input device? Give two examples.

Ans. Those devices which are used to feed data/command into the computer are called Input device. for example Keyboard and Mouse.

Q9. What do you mean by drag and drop?

Ans. Moving an item from one location to another with the help of mouse button. This is called drag and drop.

Q10. Differentiate between files and folder.

Ans.

File: A place where information is stored in computer. It has a name and extension both

Folder: A location where a group of files can be stored. It has only name.

Q11. Write the extension for the following.

a. A Notepad file

b. A Sound File

c. An image file

Ans. Extensions are a. .txt b. .mp3 c. .jpg

Q12. The file name and file name extension are separated by a _____

Ans. dot (.)

Q13. Write the steps to create folder on desktop?

Ans. The steps to create folder on desktop are:

1. Right-click on desktop and then choose the 'New Folder'.

2. Type the name of the folder.

Q14. Write the shortcut command for the following.

a. Cut

b. Copy

c. Paste

d. Undo

e. Redo

f. Select all

Ans. Shortcut commands are:

a. Cut - Ctrl + X

b. Copy - Ctrl + C

c. Paste - Ctrl + V

d. Undo - Ctrl + Z

e. Redo - Ctrl + Y

f. Select all - Ctrl + A

Q15. Write the basic tips for taking care of Laptop/Desktop.

Ans. Basic tips for taking care of Computer are :

1. Avoid eating anything over a keyboard.

2. Wipe the screen with a soft cloth.

3. Avoid eating or drinking near computer.

4. Handle and move your laptop carefully.

Q16. What do you mean by Data Backup?

Ans. Backing up data means to save the information present on your computer on another device, such as CD/DVD drives or hard disk.

Q17. What do you mean by Spam?

Ans. We get mails from companies who are advertising a product or trying to attract you to their website. Such mails are called Spam.

Q18. How can you increase the performance of a computer?

Ans. We can increase the performance of a computer by

- a. Using an updated Antivirus Software
- b. Removing unnecessary files and data, such as temporary files and images.

Q19. _____ is leakage of information stored in a computer.

Ans. Security break

Q20. What do you mean by Virus?

Ans. Viruses are computer programs that can damage the data and software programs or steal the information stored on a computer.

Q21. Name two types of Virus.

Ans. Worms and Trojan Horse

Q22. Differentiate between Worms and Trojan Horse.

Ans.

Worms: These are viruses that replicate and spread to all files once they attack a computer.

Trojan: A Trojan Horse seems to be a useful program but once it reaches a computer it starts destroying data.

Q23. What do you mean by Online predators?

Ans. Online Predator: Online predators are people who trap you into inappropriate relationships.

Q24. Write few tips to protect your data from online theft and viruses.

Ans. Few tips to protect our data from online theft and viruses are:

- a. Use passwords to login to your computer:
- b. Install Anti-virus and Firewall:
- c. Use Data Encryption
- d. Give details of your credit card or bank account only on secure sites

Q25. What do you mean by threats to Computer?

Ans. Threats are the ways in which personal information can be leaked from a computer without our knowing.

Q26. List the various threats to a computer and its data.

Ans. The various threats to a computer and its data are:

- 1. Virus
- 2. Phishing
- 3. Online theft
- 4. Cyber crime
- 5. Hacking

Q27. _____ is stealing of software and using of unlicensed and unauthorized copies of a computer software.

Ans. Software Piracy

Q28. What is 's' in "https"?

Ans. 's' stands for secure.

Q29. Name the encrypting feature of Windows.

Ans. BitLocker

Q30. List the various types of keys available on Keyboard.

Ans. The various types of keys available on Keyboard are :

- a. Control keys
- b. Function Keys
- c. Alphabet Keys
- d. Numeric Keys
- e. Navigation Keys

Q31. When the _____ key is turned ON, it helps to overwrite characters to the right of the cursor.

Ans. INSERT

Q32. Name two keys available on keyboard which are used to remove typed text or characters.

Ans. Delete and Backspace

Q33. _____ key helps to move the cursor to the beginning of a new line.

Ans. RETURN or ENTER

Q34. Pressing _____ key opens the Start menu.

Ans. Windows

Q35. Name any two file extensions.

Ans. Two file extensions are : a) .txt b) .doc c) .jpg d) .xls

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