Chapter 01

Information Technology, the Internet, and You

**Multiple Choice Questions**

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| 1. | Which part of an information system consists of the rules or guidelines for people to follow?      |  |  | | --- | --- | | A. | People |  |  |  | | --- | --- | | B. | Procedures |  |  |  | | --- | --- | | C. | Internet |  |  |  | | --- | --- | | D. | Data | |

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| 2. | The equipment that processes data in order to create information is called the \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | typology |  |  |  | | --- | --- | | B. | compiler |  |  |  | | --- | --- | | C. | hardware |  |  |  | | --- | --- | | D. | software | |

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| 3. | In most cases, the word "software" is interchangeable with the word \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | procedure |  |  |  | | --- | --- | | B. | application |  |  |  | | --- | --- | | C. | program |  |  |  | | --- | --- | | D. | computer | |

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| 4. | What are the two major software types?      |  |  | | --- | --- | | A. | System analysis software and data warehousing software |  |  |  | | --- | --- | | B. | Operating system software and utilities software |  |  |  | | --- | --- | | C. | System software and application software |  |  |  | | --- | --- | | D. | Database management software and application software | |

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| 5. | Which of the following is a collection of programs rather than a single program?      |  |  | | --- | --- | | A. | Procedures |  |  |  | | --- | --- | | B. | System software |  |  |  | | --- | --- | | C. | Hardware |  |  |  | | --- | --- | | D. | Microsoft Access | |

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| 6. | "Background" software that helps the computer manage resources is called \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | shareware |  |  |  | | --- | --- | | B. | application software |  |  |  | | --- | --- | | C. | desktop |  |  |  | | --- | --- | | D. | system software | |

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| 7. | Identify the program that coordinates computer resources, provides an interface between users and the computer, and runs applications.      |  |  | | --- | --- | | A. | System software |  |  |  | | --- | --- | | B. | Operating system |  |  |  | | --- | --- | | C. | Application software |  |  |  | | --- | --- | | D. | Device driver | |

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| 8. | Antivirus programs protect your computer system from viruses or malicious programs. This is an example of which type of software?      |  |  | | --- | --- | | A. | Browser software |  |  |  | | --- | --- | | B. | Operating system |  |  |  | | --- | --- | | C. | Application software |  |  |  | | --- | --- | | D. | Utilities | |

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| 9. | System software includes all of the following except:      |  |  | | --- | --- | | A. | Operating systems |  |  |  | | --- | --- | | B. | Device drivers |  |  |  | | --- | --- | | C. | Utilities |  |  |  | | --- | --- | | D. | Browsers | |

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| 10. | Which of the following computers is also referred to as a server and is used to support end users for things such as retrieving data from a database or providing access to application software?      |  |  | | --- | --- | | A. | Midrange |  |  |  | | --- | --- | | B. | Mainframe |  |  |  | | --- | --- | | C. | Supercomputer |  |  |  | | --- | --- | | D. | Microcomputer | |

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| 11. | Desktop, laptop, and tablet computers, and mobile devices are classified as \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | mainframe computers |  |  |  | | --- | --- | | B. | supercomputers |  |  |  | | --- | --- | | C. | midrange computers |  |  |  | | --- | --- | | D. | personal computers | |

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| 12. | The most widely used handheld computers are \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | laptops |  |  |  | | --- | --- | | B. | smartphones |  |  |  | | --- | --- | | C. | notebooks and laptops |  |  |  | | --- | --- | | D. | tablets | |

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| 13. | A microcomputer that is smaller, lighter, and less powerful than a notebook, and which has a touch sensitive screen, is called a \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | laptop |  |  |  | | --- | --- | | B. | desktop |  |  |  | | --- | --- | | C. | subnotebook |  |  |  | | --- | --- | | D. | tablet | |

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| 14. | This computer component holds the program and data that is currently being processed.      |  |  | | --- | --- | | A. | RAM |  |  |  | | --- | --- | | B. | ROM |  |  |  | | --- | --- | | C. | Bus |  |  |  | | --- | --- | | D. | Ports | |

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| 15. | Which of the following will not retain data after the computer is turned off?      |  |  | | --- | --- | | A. | DVD |  |  |  | | --- | --- | | B. | RAM |  |  |  | | --- | --- | | C. | ROM |  |  |  | | --- | --- | | D. | Hard drive | |

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| 16. | Identify the four basic categories of hardware in a microcomputer system.      |  |  | | --- | --- | | A. | Hard disk, input/output, secondary storage, and display devices |  |  |  | | --- | --- | | B. | System unit, input/output, secondary storage, and primary storage |  |  |  | | --- | --- | | C. | System unit, input/output, secondary storage, and communication |  |  |  | | --- | --- | | D. | System unit, modem, RAM, and microprocessor | |

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| 17. | This hardware houses most of the electronic components that make up a computer system.      |  |  | | --- | --- | | A. | System unit |  |  |  | | --- | --- | | B. | Input/output devices |  |  |  | | --- | --- | | C. | Secondary storage |  |  |  | | --- | --- | | D. | Communication | |

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| 18. | Which of the following are two important components of the system unit?      |  |  | | --- | --- | | A. | Microprocessor and memory |  |  |  | | --- | --- | | B. | Keyboard and mouse |  |  |  | | --- | --- | | C. | Microphone and speakers |  |  |  | | --- | --- | | D. | Monitor and printer | |

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| 19. | Which one of the following is not considered a form of secondary storage?      |  |  | | --- | --- | | A. | Solid-state storage |  |  |  | | --- | --- | | B. | Optical disk |  |  |  | | --- | --- | | C. | RAM |  |  |  | | --- | --- | | D. | Hard disk | |

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| 20. | \_\_\_\_\_\_ are the most important part of any information system.      |  |  | | --- | --- | | A. | Software applications |  |  |  | | --- | --- | | B. | Programs |  |  |  | | --- | --- | | C. | Hardware applications |  |  |  | | --- | --- | | D. | People | |

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| 21. | The type of media that uses laser technology to store data and programs is \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | hard disk |  |  |  | | --- | --- | | B. | flash |  |  |  | | --- | --- | | C. | solid state |  |  |  | | --- | --- | | D. | optical disc | |

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| 22. | Which of the following is not an example of a document file created by a word processor?      |  |  | | --- | --- | | A. | Spreadsheet |  |  |  | | --- | --- | | B. | Memo |  |  |  | | --- | --- | | C. | Letter |  |  |  | | --- | --- | | D. | Term paper | |

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| 23. | A financial budget would be created in what type of data file?      |  |  | | --- | --- | | A. | Database |  |  |  | | --- | --- | | B. | Worksheet |  |  |  | | --- | --- | | C. | Presentation |  |  |  | | --- | --- | | D. | Document | |

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| 24. | Employee records, including names, social security numbers, and related information, would typically be stored in what type of data file?      |  |  | | --- | --- | | A. | Document |  |  |  | | --- | --- | | B. | Presentation |  |  |  | | --- | --- | | C. | Database |  |  |  | | --- | --- | | D. | Worksheet | |

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| 25. | The Internet is the largest \_\_\_\_\_\_\_ in the world.      |  |  | | --- | --- | | A. | network |  |  |  | | --- | --- | | B. | system unit |  |  |  | | --- | --- | | C. | database program |  |  |  | | --- | --- | | D. | operating system | |

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| 26. | Which technology allows users to shift their desktop computing activities to computers on the Internet?      |  |  | | --- | --- | | A. | Distributed databases |  |  |  | | --- | --- | | B. | Cloud computing |  |  |  | | --- | --- | | C. | Handheld computers |  |  |  | | --- | --- | | D. | Solid-state storage | |

**True / False Questions**

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| 27. | The parts of an information system are: people, procedures, software, hardware, data, and the Internet.    True    False |

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| 28. | The purpose of software is to convert data into information.    True    False |

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| 29. | Software is another name for a program or programs.    True    False |

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| 30. | To be an effective and efficient computer user, you need to recognize the role of information technology in your personal and professional life.    True    False |

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| 31. | Application software is "background" software which helps the computer manage its own internal resources.    True    False |

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| 32. | System software is a collection of programs.    True    False |

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| 33. | Antivirus software is a Windows utility that is unnecessary as long as you are careful browsing the Internet.    True    False |

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| 34. | System software might be described as end-user software.    True    False |

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| 35. | A browser is an example of system software.    True    False |

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| 36. | Another name for a midrange computer is "server."    True    False |

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| 37. | Insurance companies are most likely to use personal computers to process information about millions of policyholders.    True    False |

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| 38. | Smartphones are a type of handheld computer that do not need input, output, processing, or storage.    True    False |

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| 39. | Two important components of the system unit are the keyboard and the hard disk.    True    False |

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| 40. | A system unit consists of the keyboard and the monitor.    True    False |

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| 41. | RAM will retain data when the computer is turned off.    True    False |

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| 42. | The most common input devices are the mouse and the keyboard.    True    False |

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| 43. | Secondary storage will retain data when the computer is turned off.    True    False |

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| 44. | Solid-state storage uses rigid metallic platters to store data using the magnetic charges of the disk's surface.    True    False |

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| 45. | Four common types of files are document files, worksheet files, database files, and presentation files.    True    False |

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| 46. | Highly structured and organized data is stored in database files.    True    False |

**Fill in the Blank Questions**

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| 47. | \_\_\_\_\_\_\_ are all about making people (end users) more productive.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 48. | In an information system, the rules or guidelines for people to follow are called \_\_\_\_\_\_\_.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 49. | \_\_\_\_\_\_\_ is the component of the information system that is described as the equipment that processes data to create information.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 50. | The component of the information system that is described as raw, unprocessed facts, including text, numbers, images, and sounds, is called \_\_\_\_\_\_\_.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 51. | \_\_\_\_\_\_\_ is a collection of programs that helps the computer manage its own resources and enables application software to interact with computer hardware.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 52. | \_\_\_\_\_\_\_ are classified under system software and are specialized programs designed to allow input or output devices to communicate with the rest of the computer system.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 53. | Application software can be categorized as either general-purpose, specialized, or \_\_\_\_\_\_\_ apps.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 54. | Software is another name for \_\_\_\_\_\_\_.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 55. | \_\_\_\_\_\_\_ computers are not nearly as powerful as supercomputers, but are capable of great processing speeds and data storage.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 56. | The four types of personal computers are: \_\_\_\_\_\_\_ computers, laptop, tablets, and mobile devices.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 57. | Mobile devices, also known as \_\_\_\_\_\_\_ computers, are the smallest type of microcomputers and are designed to fit into the palm of one hand.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 58. | \_\_\_\_\_\_\_ are cell phones with wireless connections to the Internet.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 59. | \_\_\_\_\_\_\_ storage devices do not lose data or programs after the electrical power is turned off.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 60. | \_\_\_\_\_\_\_ use rigid metallic platters to store programs and very large data files.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 61. | \_\_\_\_\_\_\_ are secondary storage devices that use laser technology.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 62. | A(n) \_\_\_\_\_\_\_ file might contain audience handouts and speaker notes in addition to electronic slides.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 63. | Increased use of mobile or wireless communication devices and cloud computing has been termed the \_\_\_\_\_\_\_ revolution.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 64. | A(n) \_\_\_\_\_\_\_ is a communications system connecting two or more computers.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 65. | The \_\_\_\_\_\_\_ provides a multimedia interface to the numerous resources available on the Internet.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 66. | \_\_\_\_\_\_\_ computing uses the Internet and the web to shift many computer activities from a user's computer to computers on the Internet.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Essay Questions**

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| 67. | Describe all the parts of an information system. |

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| 68. | Where would it be most relevant to use the term "data" and the term "information?" Give an example of each. |

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| 69. | What is an operating system? Give two examples. |

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| 70. | What is application software? Describe the two categories of application software. |

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| 71. | Differentiate between a supercomputer and a mainframe computer? |

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| 72. | Differentiate between midrange and personal computers. |

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| 73. | Describe the different types of personal computers and provide relevant examples of each. |

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| 74. | In reference to personal computer hardware, explain the system unit. |

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| 75. | Describe secondary storage? Compare and contrast hard disks and solid-state storage. |

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| 76. | Describe the four types of files. |

Chapter 01 Information Technology, the Internet, and You Answer Key

**Multiple Choice Questions**

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| 1. *(p. 4)* | Which part of an information system consists of the rules or guidelines for people to follow?      |  |  | | --- | --- | | A. | People |  |  |  | | --- | --- | | **B.** | Procedures |  |  |  | | --- | --- | | C. | Internet |  |  |  | | --- | --- | | D. | Data | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 2. *(p. 6)* | The equipment that processes data in order to create information is called the \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | typology |  |  |  | | --- | --- | | B. | compiler |  |  |  | | --- | --- | | **C.** | hardware |  |  |  | | --- | --- | | D. | software | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 3. *(p. 8)* | In most cases, the word "software" is interchangeable with the word \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | procedure |  |  |  | | --- | --- | | B. | application |  |  |  | | --- | --- | | **C.** | program |  |  |  | | --- | --- | | D. | computer | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Software* |

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| 4. *(p. 8)* | What are the two major software types?      |  |  | | --- | --- | | A. | System analysis software and data warehousing software |  |  |  | | --- | --- | | B. | Operating system software and utilities software |  |  |  | | --- | --- | | **C.** | System software and application software |  |  |  | | --- | --- | | D. | Database management software and application software | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-02 Distinguish between system software and application software Topic: Software* |

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| 5. *(p. 8)* | Which of the following is a collection of programs rather than a single program?      |  |  | | --- | --- | | A. | Procedures |  |  |  | | --- | --- | | **B.** | System software |  |  |  | | --- | --- | | C. | Hardware |  |  |  | | --- | --- | | D. | Microsoft Access | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 6. *(p. 8)* | "Background" software that helps the computer manage resources is called \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | shareware |  |  |  | | --- | --- | | B. | application software |  |  |  | | --- | --- | | C. | desktop |  |  |  | | --- | --- | | **D.** | system software | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 7. *(p. 8)* | Identify the program that coordinates computer resources, provides an interface between users and the computer, and runs applications.      |  |  | | --- | --- | | A. | System software |  |  |  | | --- | --- | | **B.** | Operating system |  |  |  | | --- | --- | | C. | Application software |  |  |  | | --- | --- | | D. | Device driver | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 8. *(p. 8)* | Antivirus programs protect your computer system from viruses or malicious programs. This is an example of which type of software?      |  |  | | --- | --- | | A. | Browser software |  |  |  | | --- | --- | | B. | Operating system |  |  |  | | --- | --- | | C. | Application software |  |  |  | | --- | --- | | **D.** | Utilities | |

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| *AACSB: Analytic Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 9. *(p. 8)* | System software includes all of the following except:      |  |  | | --- | --- | | A. | Operating systems |  |  |  | | --- | --- | | B. | Device drivers |  |  |  | | --- | --- | | C. | Utilities |  |  |  | | --- | --- | | **D.** | Browsers | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Analyze Difficulty: 2 Medium Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 10. *(p. 11)* | Which of the following computers is also referred to as a server and is used to support end users for things such as retrieving data from a database or providing access to application software?      |  |  | | --- | --- | | **A.** | Midrange |  |  |  | | --- | --- | | B. | Mainframe |  |  |  | | --- | --- | | C. | Supercomputer |  |  |  | | --- | --- | | D. | Microcomputer | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 11. *(p. 11)* | Desktop, laptop, and tablet computers, and mobile devices are classified as \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | mainframe computers |  |  |  | | --- | --- | | B. | supercomputers |  |  |  | | --- | --- | | C. | midrange computers |  |  |  | | --- | --- | | **D.** | personal computers | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 12. *(p. 12)* | The most widely used handheld computers are \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | laptops |  |  |  | | --- | --- | | **B.** | smartphones |  |  |  | | --- | --- | | C. | notebooks and laptops |  |  |  | | --- | --- | | D. | tablets | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 13. *(p. 12)* | A microcomputer that is smaller, lighter, and less powerful than a notebook, and which has a touch sensitive screen, is called a \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | laptop |  |  |  | | --- | --- | | B. | desktop |  |  |  | | --- | --- | | C. | subnotebook |  |  |  | | --- | --- | | **D.** | tablet | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 14. *(p. 12)* | This computer component holds the program and data that is currently being processed.      |  |  | | --- | --- | | **A.** | RAM |  |  |  | | --- | --- | | B. | ROM |  |  |  | | --- | --- | | C. | Bus |  |  |  | | --- | --- | | D. | Ports | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 15. *(p. 12)* | Which of the following will not retain data after the computer is turned off?      |  |  | | --- | --- | | A. | DVD |  |  |  | | --- | --- | | **B.** | RAM |  |  |  | | --- | --- | | C. | ROM |  |  |  | | --- | --- | | D. | Hard drive | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 16. *(p. 12-13)* | Identify the four basic categories of hardware in a microcomputer system.      |  |  | | --- | --- | | A. | Hard disk, input/output, secondary storage, and display devices |  |  |  | | --- | --- | | B. | System unit, input/output, secondary storage, and primary storage |  |  |  | | --- | --- | | **C.** | System unit, input/output, secondary storage, and communication |  |  |  | | --- | --- | | D. | System unit, modem, RAM, and microprocessor | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 17. *(p. 12)* | This hardware houses most of the electronic components that make up a computer system.      |  |  | | --- | --- | | **A.** | System unit |  |  |  | | --- | --- | | B. | Input/output devices |  |  |  | | --- | --- | | C. | Secondary storage |  |  |  | | --- | --- | | D. | Communication | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 18. *(p. 12)* | Which of the following are two important components of the system unit?      |  |  | | --- | --- | | **A.** | Microprocessor and memory |  |  |  | | --- | --- | | B. | Keyboard and mouse |  |  |  | | --- | --- | | C. | Microphone and speakers |  |  |  | | --- | --- | | D. | Monitor and printer | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 19. *(p. 13)* | Which one of the following is not considered a form of secondary storage?      |  |  | | --- | --- | | A. | Solid-state storage |  |  |  | | --- | --- | | B. | Optical disk |  |  |  | | --- | --- | | **C.** | RAM |  |  |  | | --- | --- | | D. | Hard disk | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 20. *(p. 6)* | \_\_\_\_\_\_ are the most important part of any information system.      |  |  | | --- | --- | | A. | Software applications |  |  |  | | --- | --- | | B. | Programs |  |  |  | | --- | --- | | C. | Hardware applications |  |  |  | | --- | --- | | **D.** | People | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 1 Easy Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Hardware* |

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| 21. *(p. 13)* | The type of media that uses laser technology to store data and programs is \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | hard disk |  |  |  | | --- | --- | | B. | flash |  |  |  | | --- | --- | | C. | solid state |  |  |  | | --- | --- | | **D.** | optical disc | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 22. *(p. 14)* | Which of the following is not an example of a document file created by a word processor?      |  |  | | --- | --- | | **A.** | Spreadsheet |  |  |  | | --- | --- | | B. | Memo |  |  |  | | --- | --- | | C. | Letter |  |  |  | | --- | --- | | D. | Term paper | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-07 Define data and describe document, worksheet, database, and presentation files Topic: Data* |

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| 23. *(p. 15)* | A financial budget would be created in what type of data file?      |  |  | | --- | --- | | A. | Database |  |  |  | | --- | --- | | **B.** | Worksheet |  |  |  | | --- | --- | | C. | Presentation |  |  |  | | --- | --- | | D. | Document | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 01-07 Define data and describe document, worksheet, database, and presentation files Topic: Data* |

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| 24. *(p. 14)* | Employee records, including names, social security numbers, and related information, would typically be stored in what type of data file?      |  |  | | --- | --- | | A. | Document |  |  |  | | --- | --- | | B. | Presentation |  |  |  | | --- | --- | | **C.** | Database |  |  |  | | --- | --- | | D. | Worksheet | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 01-07 Define data and describe document, worksheet, database, and presentation files Topic: Data* |

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| 25. *(p. 15)* | The Internet is the largest \_\_\_\_\_\_\_ in the world.      |  |  | | --- | --- | | **A.** | network |  |  |  | | --- | --- | | B. | system unit |  |  |  | | --- | --- | | C. | database program |  |  |  | | --- | --- | | D. | operating system | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-08 Explain computer connectivity, the wireless revolution, the Internet, and cloud computing Topic: Connectivity and the Mobile Internet* |

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| 26. *(p. 16)* | Which technology allows users to shift their desktop computing activities to computers on the Internet?      |  |  | | --- | --- | | A. | Distributed databases |  |  |  | | --- | --- | | **B.** | Cloud computing |  |  |  | | --- | --- | | C. | Handheld computers |  |  |  | | --- | --- | | D. | Solid-state storage | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-08 Explain computer connectivity, the wireless revolution, the Internet, and cloud computing Topic: Connectivity and the Mobile Internet* |

**True / False Questions**

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| 27. *(p. 4)* | The parts of an information system are: people, procedures, software, hardware, data, and the Internet.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Introduction* |

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| 28. *(p. 6)* | The purpose of software is to convert data into information.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 29. *(p. 6)* | Software is another name for a program or programs.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 30. *(p. 4)* | To be an effective and efficient computer user, you need to recognize the role of information technology in your personal and professional life.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 1 Easy Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: People* |

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| 31. *(p. 8)* | Application software is "background" software which helps the computer manage its own internal resources.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 01-02 Distinguish between system software and application software Topic: Software* |

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| 32. *(p. 8)* | System software is a collection of programs.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-02 Distinguish between system software and application software Topic: Software* |

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| 33. *(p. 8)* | Antivirus software is a Windows utility that is unnecessary as long as you are careful browsing the Internet.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 34. *(p. 8)* | System software might be described as end-user software.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 35. *(p. 8)* | A browser is an example of system software.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 36. *(p. 11)* | Another name for a midrange computer is "server."    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 37. *(p. 11)* | Insurance companies are most likely to use personal computers to process information about millions of policyholders.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 38. *(p. 12)* | Smartphones are a type of handheld computer that do not need input, output, processing, or storage.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 39. *(p. 12)* | Two important components of the system unit are the keyboard and the hard disk.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 40. *(p. 12)* | A system unit consists of the keyboard and the monitor.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 41. *(p. 12)* | RAM will retain data when the computer is turned off.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 42. *(p. 12)* | The most common input devices are the mouse and the keyboard.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 43. *(p. 13)* | Secondary storage will retain data when the computer is turned off.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 44. *(p. 13)* | Solid-state storage uses rigid metallic platters to store data using the magnetic charges of the disk's surface.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 45. *(p. 14)* | Four common types of files are document files, worksheet files, database files, and presentation files.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-07 Define data and describe document, worksheet, database, and presentation files Topic: Data* |

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| 46. *(p. 14)* | Highly structured and organized data is stored in database files.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-07 Define data and describe document, worksheet, database, and presentation files Topic: Data* |

**Fill in the Blank Questions**

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| 47. *(p. 4)* | \_\_\_\_\_\_\_ are all about making people (end users) more productive.    **Personal computers** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 48. *(p. 5)* | In an information system, the rules or guidelines for people to follow are called \_\_\_\_\_\_\_.    **procedures** |

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| *AACSB: Technology Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 49. *(p. 6)* | \_\_\_\_\_\_\_ is the component of the information system that is described as the equipment that processes data to create information.    **Hardware** |

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| *AACSB: Technology Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 50. *(p. 6)* | The component of the information system that is described as raw, unprocessed facts, including text, numbers, images, and sounds, is called \_\_\_\_\_\_\_.    **data** |

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| *AACSB: Technology Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 51. *(p. 8)* | \_\_\_\_\_\_\_ is a collection of programs that helps the computer manage its own resources and enables application software to interact with computer hardware.    **System software** |

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| *AACSB: Technology Blooms: Analyze Difficulty: 2 Medium Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Software* |

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| 52. *(p. 9)* | \_\_\_\_\_\_\_ are classified under system software and are specialized programs designed to allow input or output devices to communicate with the rest of the computer system.    **Device drivers** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 53. *(p. 9)* | Application software can be categorized as either general-purpose, specialized, or \_\_\_\_\_\_\_ apps.    **mobile** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-04 Define and compare general purpose, specialized, and mobile applications Topic: Software* |

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| 54. *(p. 8)* | Software is another name for \_\_\_\_\_\_\_.    **programs** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-04 Define and compare general purpose, specialized, and mobile applications Topic: Software* |

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| 55. *(p. 11)* | \_\_\_\_\_\_\_ computers are not nearly as powerful as supercomputers, but are capable of great processing speeds and data storage.    **Mainframe** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 56. *(p. 11)* | The four types of personal computers are: \_\_\_\_\_\_\_ computers, laptop, tablets, and mobile devices.    **desktop** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 57. *(p. 12)* | Mobile devices, also known as \_\_\_\_\_\_\_ computers, are the smallest type of microcomputers and are designed to fit into the palm of one hand.    **handheld** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 58. *(p. 12)* | \_\_\_\_\_\_\_ are cell phones with wireless connections to the Internet.    **Smartphones** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 59. *(p. 13)* | \_\_\_\_\_\_\_ storage devices do not lose data or programs after the electrical power is turned off.    **Secondary** |

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| *AACSB: Technology Blooms: Understand Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 60. *(p. 13)* | \_\_\_\_\_\_\_ use rigid metallic platters to store programs and very large data files.    **Hard disks** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 61. *(p. 13)* | \_\_\_\_\_\_\_ are secondary storage devices that use laser technology.    **Optical discs** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 62. *(p. 14)* | A(n) \_\_\_\_\_\_\_ file might contain audience handouts and speaker notes in addition to electronic slides.    **presentation** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-07 Define data and describe document, worksheet, database, and presentation files Topic: Data* |

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| 63. *(p. 15)* | Increased use of mobile or wireless communication devices and cloud computing has been termed the \_\_\_\_\_\_\_ revolution.    **wireless** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-08 Explain computer connectivity, the wireless revolution, the Internet, and cloud computing Topic: Connectivity and the Mobile Internet* |

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| 64. *(p. 15)* | A(n) \_\_\_\_\_\_\_ is a communications system connecting two or more computers.    **network** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-08 Explain computer connectivity, the wireless revolution, the Internet, and cloud computing Topic: Connectivity and the Mobile Internet* |

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| 65. *(p. 16)* | The \_\_\_\_\_\_\_ provides a multimedia interface to the numerous resources available on the Internet.    **web** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-08 Explain computer connectivity, the wireless revolution, the Internet, and cloud computing Topic: Connectivity and the Mobile Internet* |

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| 66. *(p. 16)* | \_\_\_\_\_\_\_ computing uses the Internet and the web to shift many computer activities from a user's computer to computers on the Internet.    **Cloud** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 01-08 Explain computer connectivity, the wireless revolution, the Internet, and cloud computing Topic: Connectivity and the Mobile Internet* |

**Essay Questions**

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| 67. *(p. 4-6)* | Describe all the parts of an information system.     An information system typically consists of: people, procedures, software, hardware, data, and connectivity. Information systems are used by people in order to increase productivity. Procedures are rules or guidelines for people to follow when using software, hardware, and data. Software is a program that contains the step-by-step instructions that tell the computer how to do its work. Hardware consists of the physical equipment that processes the data to create information. Data consists of raw unprocessed facts, including text, numbers, images, and sounds. Almost all of today's computer systems add an additional part to the information system. This part, called connectivity, typically uses the Internet and allows users to greatly expand the capability and usefulness of their information systems. |

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| *AACSB: Technology Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 68. *(p. 6)* | Where would it be most relevant to use the term "data" and the term "information?" Give an example of each.     Data are unprocessed facts, including text, numbers, images and sounds. An example might be a listing of all customer purchases at a bookstore over the last year. Information is processed data that has been rendered usable with the help of various types of software. From the previous example, you could derive information such as the addresses of customers who bought more than $500 worth of books or the year's top ten horror novels. |

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| *AACSB: Analytic Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 01-01 Explain the parts of an information system: people, procedures, software, hardware, data, and the Internet Topic: Information Systems* |

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| 69. *(p. 8)* | What is an operating system? Give two examples.     Operating systems are programs that coordinate computer resources, provide an interface between users and the computer, and run applications. Microsoft's Windows 8 and Apple's Mac OS X are two of the best-known operating systems for today's microcomputer users. |

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| *AACSB: Technology Blooms: Apply Difficulty: 2 Medium Learning Outcome: 01-03 Differentiate between the three kinds of system software programs Topic: Software* |

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| 70. *(p. 9)* | What is application software? Describe the two categories of application software.     Application software might be described as end user software. Three types of application software are general-purpose, specialized, and mobile apps. General-purpose applications are widely used in a large number of careers. Some of the best-known general-purpose application programs are Microsoft's Word, Excel, Access, and PowerPoint. Specialized applications include thousands of other programs that are more narrowly focused on specific disciplines and occupations. Two of the best known are graphics and web authoring programs. Mobile apps (or mobile applications or apps) are small programs designed for mobile devices such as smartphones, tablet computers, and other mobile devices. There are over half a millions apps. The most popular mobile apps are for social networking, playing games, and downloading music and videos. |

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| *AACSB: Technology Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-04 Define and compare general purpose, specialized, and mobile applications Topic: Software* |

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| 71. *(p. 11)* | Differentiate between a supercomputer and a mainframe computer?     Supercomputers are the most powerful type of computer. These machines are special high-capacity computers used by very large organizations. Although mainframe computers are not as powerful as supercomputers, mainframe computers are capable of great processing speeds and data storage. For example, insurance companies use mainframes to process information about millions of policyholders. |

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| *AACSB: Analytic Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 72. *(p. 11)* | Differentiate between midrange and personal computers.     Midrange computers, also referred to as servers, are computers with processing capabilities less powerful than a mainframe computer yet more powerful that a microcomputer. Originally used by medium-sized companies or departments of large companies to support their processing needs, today midrange computers are most widely used to support or serve end users for specific needs such as retrieving data from a database or supplying access to application software. Personal computers are the least powerful, yet the most widely used, type of computer. There are four types of personal computers: desktop computers, laptops, tablets, and mobile devices. |

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| *AACSB: Analytic Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 73. *(p. 11)* | Describe the different types of personal computers and provide relevant examples of each.     There are four types of personal computers: desktop computers, laptops, tablets, and mobile devices. Desktop computers are small enough to fit on top of or alongside a desk yet are too big to carry around. Laptop computers, also called notebook computers, are portable, lightweight, and fit into most briefcases. Tablets, also known as tablet computers, are smaller, lighter, and generally less powerful than laptops. Like a laptop, tablets have a flat screen but typically do not have a standard keyboard. Instead tablets typically use a virtual keyboard that appears on the screen and is touch sensitive. The best know tablet is Apple's iPad. Mobile devices, also known as handheld computers, are the smallest microcomputers and are designed to fit into the palm of one hand. These systems contain an entire computer system, including the electronic components, secondary storage, and input and output devices. Smartphones are the most widely used handheld computers. |

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| *AACSB: Reflective Thinking Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-05 Identify the four types of computers and the four types of personal computers Topic: Hardware* |

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| 74. *(p. 12)* | In reference to personal computer hardware, explain the system unit.     The system unit is a container that houses most of the electronic components that make up a computer system. Two important components of the system unit are the microprocessor and memory. The microprocessor controls and manipulates data to produce information. Memory is a holding area for data, instructions, and information. One type of memory, random-access memory (RAM), holds the program and data that is currently being processed. This type of memory is sometimes referred to as temporary storage because its contents will typically be lost if the electrical power to the computer is disrupted. |

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| *AACSB: Reflective Thinking Blooms: Apply Difficulty: 2 Medium Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 75. *(p. 13)* | Describe secondary storage? Compare and contrast hard disks and solid-state storage.     Unlike memory, secondary storage holds data and programs even after electrical power to the computer system has been turned off. Hard disks are typically used to store programs and very large data files. Using rigid metallic platters and read/write heads that move across the platters, hard disks store and retrieve data using magnetic charges. In contrast, solid-state storage does not have any moving parts. It is more reliable and requires less power than hard disks. Solid-state storage saves data electronically in a manner similar to RAM except that its contents will not be lost if electrical power is disrupted. |

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| *AACSB: Reflective Thinking Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 01-06 Describe the different types of computer hardware, including the system unit, input, output, storage, and communication devices Topic: Hardware* |

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| 76. *(p. 14)* | Describe the four types of files.  Document files are created by word processors. They include such things as memos, term papers, and letters. Worksheet files are created by electronic spreadsheets and are typically used to analyze things like budgets and to predict sales. Database files are created by database management programs to contain highly structured and organized data. Presentation files are created by presentation graphics programs to save presentation materials, including audience handouts, speaker notes, and electronic slides. |

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| *AACSB: Reflective Thinking Blooms: Remember Difficulty: 2 Medium Learning Outcome: 01-07 Define data and describe document, worksheet, database, and presentation files Topic: Data* |