Chapter 04

System Software

**Multiple Choice Questions**

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| 1. | Which of the following is not a system software program type?      |  |  | | --- | --- | | A. | Utilities |  |  |  | | --- | --- | | B. | Device drivers |  |  |  | | --- | --- | | C. | Language translators |  |  |  | | --- | --- | | D. | Sectors | |

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| 2. | This system software is responsible for managing your computer's resources including memory, processing, and storage.      |  |  | | --- | --- | | A. | Utility |  |  |  | | --- | --- | | B. | Operating system |  |  |  | | --- | --- | | C. | Language translator |  |  |  | | --- | --- | | D. | Device driver | |

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| 3. | Which of the following is not a function of the operating system?      |  |  | | --- | --- | | A. | Managing resources |  |  |  | | --- | --- | | B. | Providing Internet access |  |  |  | | --- | --- | | C. | Providing a user interface |  |  |  | | --- | --- | | D. | Running applications | |

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| 4. | In many application programs, this feature is used to provide information or request input.      |  |  | | --- | --- | | A. | Windows |  |  |  | | --- | --- | | B. | Menus |  |  |  | | --- | --- | | C. | Dialog boxes |  |  |  | | --- | --- | | D. | Pointer | |

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| 5. | This type of boot occurs when the computer is already on and you restart it without turning off the power.      |  |  | | --- | --- | | A. | Generic boot |  |  |  | | --- | --- | | B. | Live boot |  |  |  | | --- | --- | | C. | Warm boot |  |  |  | | --- | --- | | D. | Cold boot | |

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| 6. | Most operating systems support the ability to switch between different applications. This is called \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | multitasking |  |  |  | | --- | --- | | B. | booting |  |  |  | | --- | --- | | C. | translating |  |  |  | | --- | --- | | D. | driving | |

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| 7. | In a network operating system, this computer coordinates all communication between computers.      |  |  | | --- | --- | | A. | Client |  |  |  | | --- | --- | | B. | Server |  |  |  | | --- | --- | | C. | Terminal |  |  |  | | --- | --- | | D. | Mode | |

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| 8. | The category of operating system used for handheld devices.      |  |  | | --- | --- | | A. | Network |  |  |  | | --- | --- | | B. | Embedded |  |  |  | | --- | --- | | C. | Stand-alone |  |  |  | | --- | --- | | D. | Open source | |

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| 9. | The operating system is often referred to as the software environment or software \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | network |  |  |  | | --- | --- | | B. | platform |  |  |  | | --- | --- | | C. | window |  |  |  | | --- | --- | | D. | desktop | |

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| 10. | The most widely used personal computer operating system.      |  |  | | --- | --- | | A. | Macintosh |  |  |  | | --- | --- | | B. | Netware |  |  |  | | --- | --- | | C. | Linux |  |  |  | | --- | --- | | D. | Windows | |

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| 11. | This version of Mac OS X has better power management and enhanced workflow options for multiple monitor setups.      |  |  | | --- | --- | | A. | Launchpad |  |  |  | | --- | --- | | B. | Mission Control |  |  |  | | --- | --- | | C. | Mavericks |  |  |  | | --- | --- | | D. | Mountain Lion | |

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| 12. | This operating system is widely used by servers on the web, mainframe computers, and very powerful personal computers.      |  |  | | --- | --- | | A. | Windows |  |  |  | | --- | --- | | B. | Mac OS X |  |  |  | | --- | --- | | C. | Linux |  |  |  | | --- | --- | | D. | UNIX | |

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| 13. | This operating system is designed to run only with Apple computers.      |  |  | | --- | --- | | A. | Windows |  |  |  | | --- | --- | | B. | Linux |  |  |  | | --- | --- | | C. | Mac OS |  |  |  | | --- | --- | | D. | UNIX | |

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| 14. | This version of UNIX is an open source operating system that is an alternative to Windows.      |  |  | | --- | --- | | A. | Mountain Lion |  |  |  | | --- | --- | | B. | Lion |  |  |  | | --- | --- | | C. | Linux |  |  |  | | --- | --- | | D. | Windows | |

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| 15. | This type of embedded operating system is used by smartphones.      |  |  | | --- | --- | | A. | Desktop |  |  |  | | --- | --- | | B. | Mobile |  |  |  | | --- | --- | | C. | Network |  |  |  | | --- | --- | | D. | Stand-alone | |

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| 16. | In a virtualized environment, this operating system runs on the physical machine.      |  |  | | --- | --- | | A. | Guest |  |  |  | | --- | --- | | B. | Client |  |  |  | | --- | --- | | C. | Host |  |  |  | | --- | --- | | D. | Home | |

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| 17. | Which of the following is not a popular desktop operating system?      |  |  | | --- | --- | | A. | Windows 8 |  |  |  | | --- | --- | | B. | Android |  |  |  | | --- | --- | | C. | Linux |  |  |  | | --- | --- | | D. | Max OS X | |

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| 18. | Which of the following is not a popular mobile operating system?      |  |  | | --- | --- | | A. | Mountain Lion |  |  |  | | --- | --- | | B. | Windows Phone 8 |  |  |  | | --- | --- | | C. | iOS |  |  |  | | --- | --- | | D. | Android | |

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| 19. | When a single physical computer runs this type of software, it operates as though it were two or more separate and independent computers.      |  |  | | --- | --- | | A. | Backup |  |  |  | | --- | --- | | B. | File compression |  |  |  | | --- | --- | | C. | Troubleshooting |  |  |  | | --- | --- | | D. | Virtualization | |

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| 20. | The windows troubleshooting utility that identifies and eliminates nonessential files is called \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | Backup and Restore |  |  |  | | --- | --- | | B. | Disk Defragmenter |  |  |  | | --- | --- | | C. | Disk Cleanup |  |  |  | | --- | --- | | D. | Norton Utilities | |

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| 21. | When a file is broken up into small parts that are stored wherever space is available, the hard disk is said to become \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | fragmented |  |  |  | | --- | --- | | B. | contiguous |  |  |  | | --- | --- | | C. | sectored |  |  |  | | --- | --- | | D. | disbursed | |

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| 22. | Before sending a large file over the Internet, you might want to use one of these programs.      |  |  | | --- | --- | | A. | Disk defragmenter |  |  |  | | --- | --- | | B. | Uninstaller |  |  |  | | --- | --- | | C. | Disk cleanup program |  |  |  | | --- | --- | | D. | File compression program | |

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| 23. | A computer can become infected with viruses in all the following ways, except by \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | opening attachments to e-mail messages |  |  |  | | --- | --- | | B. | downloading software from the Internet |  |  |  | | --- | --- | | C. | downloading files from the Web |  |  |  | | --- | --- | | D. | creating a new folder on your computer | |

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| 24. | A utility program that makes a copy of all files or selected files that are in the libraries, contacts, and favorites on the desktop.      |  |  | | --- | --- | | A. | Disk Cleanup |  |  |  | | --- | --- | | B. | Backup and Restore |  |  |  | | --- | --- | | C. | Disk Defragmenter |  |  |  | | --- | --- | | D. | Virus Scan | |

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| 25. | This type of program allows communication between a peripheral device, such as a mouse or printer, and the rest of the computer system.      |  |  | | --- | --- | | A. | Client |  |  |  | | --- | --- | | B. | Virtual machine |  |  |  | | --- | --- | | C. | Device driver |  |  |  | | --- | --- | | D. | Server | |

**True / False Questions**

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| 26. | System software is a single program.    True    False |

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| 27. | System software cannot handle technical details without user intervention.    True    False |

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| 28. | Starting or restarting a computer is called tasking the system.    True    False |

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| 29. | The operating system allows the user to interact with the application programs and computer hardware through a user interface.    True    False |

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| 30. | In a network environment, the network server computer coordinates all communications between the other computers.    True    False |

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| 31. | A standard desktop computer comes with an embedded operating system.    True    False |

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| 32. | The operating system is often referred to as the software platform.    True    False |

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| 33. | Smartphones generally include a network operating system.    True    False |

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| 34. | Because Mac OS X market share is so large, more application programs are developed to run under Mac OS X than any other operating system.    True    False |

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| 35. | Linux is a popular and powerful alternative to the Windows operating system.    True    False |

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| 36. | When a single physical computer runs a special program known as virtualization software, it operates as though it were two or more separate and independent computers, known as virtual machines.    True    False |

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| 37. | Google's Chrome OS focuses on Internet connectivity and cloud computing.    True    False |

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| 38. | Based on the MAC OS, Android is designed for Apple's iPhone, iPod Touch, and iPad.    True    False |

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| 39. | Programs such as word processors and spreadsheets are known as utilities.    True    False |

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| 40. | Running File History improves system performance.    True    False |

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| 41. | On a disk, a track is a concentric ring, and each track is divided into wedge-shaped sections called sectors.    True    False |

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| 42. | There are several ways in which you can "catch" a computer virus.    True    False |

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| 43. | Utility suites come with one program only.    True    False |

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| 44. | For all devices, the appropriate drivers are automatically selected and installed when the device is first connected to the computer system.    True    False |

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| 45. | Windows Update makes it easy to update the device drivers on your computer.    True    False |

**Fill in the Blank Questions**

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| 46. | \_\_\_\_\_\_\_ software consists of operating systems, utilities, device drivers, and language translators.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 47. | A(n) \_\_\_\_\_\_\_ converts the programming instructions into a language that the computer understands and processes.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 48. | The \_\_\_\_\_\_\_ system coordinates computer resources, provides the user interface, and runs applications.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 49. | \_\_\_\_\_\_\_ are graphic representations for a program, type of file, or function.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 50. | Smartphone operating systems are a type of \_\_\_\_\_\_\_ operating system.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 51. | \_\_\_\_\_\_\_ operating systems are used to control and coordinate computers that are linked together.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 52. | Windows Server is an example of a(n) \_\_\_\_\_\_\_ operating system.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 53. | In a network, the desktop operating system is considered the \_\_\_\_\_\_\_ operating system.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 54. | The \_\_\_\_\_\_\_ is often referred to as the software environment or software platform.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 55. | \_\_\_\_\_\_\_ is an operating system widely used by servers on the web, mainframe computers, and very powerful personal computers.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 56. | \_\_\_\_\_\_\_ refers to the process whereby a single physical computer can support multiple operating systems.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 57. | Troubleshooting or \_\_\_\_\_\_\_ programs recognize and correct problems.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 58. | Disk Cleanup, File History, and Disk Defragmenter are all examples of \_\_\_\_\_\_\_ programs.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 59. | File \_\_\_\_\_\_\_ programs reduce the size of files so they require less storage space.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 60. | The Disk \_\_\_\_\_\_\_ utility program eliminates unneeded files on your hard disk.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 61. | \_\_\_\_\_\_\_ programs make copies of files to be used in case the originals are lost or damaged.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 62. | Device \_\_\_\_\_\_\_ are required to allow communication between a device and the rest of the computer system.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 63. | Windows 8 makes it easy to update the drivers on your computer using \_\_\_\_\_\_\_.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 64. | In a virtualized environment, the operating system of each virtual machine is known as the \_\_\_\_\_\_\_ operating system.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| 65. | \_\_\_\_\_\_\_ programs guard your computer system against viruses or other damaging programs that can invade your computer system.    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Essay Questions**

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| 66. | What are the three basic functions of an operating system? |

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| 67. | What are some of the common features that operating systems and application programs share? |

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| 68. | Describe the three categories of operating systems. |

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| 69. | How are Windows and Macintosh operating systems similar? How are they different? |

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| 70. | What are some of the features of Windows 7 and Windows 8? |

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| 71. | List some of the features of Mac OS X Mountain Lion and OS X Mavericks. |

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| 72. | What are the four most essential utility programs? |

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| 73. | What does it mean if a disk is fragmented? How can you defragment it? |

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| 74. | Describe the three best-known embedded mobile operating systems. |

Chapter 04 System Software Answer Key

**Multiple Choice Questions**

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| 1. *(p. 88)* | Which of the following is not a system software program type?      |  |  | | --- | --- | | A. | Utilities |  |  |  | | --- | --- | | B. | Device drivers |  |  |  | | --- | --- | | C. | Language translators |  |  |  | | --- | --- | | **D.** | Sectors | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-02 Identify the four types of system software programs Topic: System Software* |

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| 2. *(p. 89)* | This system software is responsible for managing your computer's resources including memory, processing, and storage.      |  |  | | --- | --- | | A. | Utility |  |  |  | | --- | --- | | **B.** | Operating system |  |  |  | | --- | --- | | C. | Language translator |  |  |  | | --- | --- | | D. | Device driver | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 3. *(p. 89-90)* | Which of the following is not a function of the operating system?      |  |  | | --- | --- | | A. | Managing resources |  |  |  | | --- | --- | | **B.** | Providing Internet access |  |  |  | | --- | --- | | C. | Providing a user interface |  |  |  | | --- | --- | | D. | Running applications | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 4. *(p. 99)* | In many application programs, this feature is used to provide information or request input.      |  |  | | --- | --- | | A. | Windows |  |  |  | | --- | --- | | B. | Menus |  |  |  | | --- | --- | | **C.** | Dialog boxes |  |  |  | | --- | --- | | D. | Pointer | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 5. *(p. 90)* | This type of boot occurs when the computer is already on and you restart it without turning off the power.      |  |  | | --- | --- | | A. | Generic boot |  |  |  | | --- | --- | | B. | Live boot |  |  |  | | --- | --- | | **C.** | Warm boot |  |  |  | | --- | --- | | D. | Cold boot | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 6. *(p. 90)* | Most operating systems support the ability to switch between different applications. This is called \_\_\_\_\_\_\_.      |  |  | | --- | --- | | **A.** | multitasking |  |  |  | | --- | --- | | B. | booting |  |  |  | | --- | --- | | C. | translating |  |  |  | | --- | --- | | D. | driving | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 7. *(p. 91)* | In a network operating system, this computer coordinates all communication between computers.      |  |  | | --- | --- | | A. | Client |  |  |  | | --- | --- | | **B.** | Server |  |  |  | | --- | --- | | C. | Terminal |  |  |  | | --- | --- | | D. | Mode | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 8. *(p. 91)* | The category of operating system used for handheld devices.      |  |  | | --- | --- | | A. | Network |  |  |  | | --- | --- | | **B.** | Embedded |  |  |  | | --- | --- | | C. | Stand-alone |  |  |  | | --- | --- | | D. | Open source | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 9. *(p. 91)* | The operating system is often referred to as the software environment or software \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | network |  |  |  | | --- | --- | | **B.** | platform |  |  |  | | --- | --- | | C. | window |  |  |  | | --- | --- | | D. | desktop | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 10. *(p. 93)* | The most widely used personal computer operating system.      |  |  | | --- | --- | | A. | Macintosh |  |  |  | | --- | --- | | B. | Netware |  |  |  | | --- | --- | | C. | Linux |  |  |  | | --- | --- | | **D.** | Windows | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 11. *(p. 94)* | This version of Mac OS X has better power management and enhanced workflow options for multiple monitor setups.      |  |  | | --- | --- | | A. | Launchpad |  |  |  | | --- | --- | | B. | Mission Control |  |  |  | | --- | --- | | **C.** | Mavericks |  |  |  | | --- | --- | | D. | Mountain Lion | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 12. *(p. 94)* | This operating system is widely used by servers on the web, mainframe computers, and very powerful personal computers.      |  |  | | --- | --- | | A. | Windows |  |  |  | | --- | --- | | B. | Mac OS X |  |  |  | | --- | --- | | C. | Linux |  |  |  | | --- | --- | | **D.** | UNIX | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 13. *(p. 94)* | This operating system is designed to run only with Apple computers.      |  |  | | --- | --- | | A. | Windows |  |  |  | | --- | --- | | B. | Linux |  |  |  | | --- | --- | | **C.** | Mac OS |  |  |  | | --- | --- | | D. | UNIX | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 2 Medium Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 14. *(p. 94)* | This version of UNIX is an open source operating system that is an alternative to Windows.      |  |  | | --- | --- | | A. | Mountain Lion |  |  |  | | --- | --- | | B. | Lion |  |  |  | | --- | --- | | **C.** | Linux |  |  |  | | --- | --- | | D. | Windows | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 15. *(p. 92)* | This type of embedded operating system is used by smartphones.      |  |  | | --- | --- | | A. | Desktop |  |  |  | | --- | --- | | **B.** | Mobile |  |  |  | | --- | --- | | C. | Network |  |  |  | | --- | --- | | D. | Stand-alone | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-04 Compare mobile operating systems, including iOS, Android, and Windows Phone Topic: Mobile Operating Systems* |

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| 16. *(p. 95)* | In a virtualized environment, this operating system runs on the physical machine.      |  |  | | --- | --- | | A. | Guest |  |  |  | | --- | --- | | B. | Client |  |  |  | | --- | --- | | **C.** | Host |  |  |  | | --- | --- | | D. | Home | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 17. *(p. 92)* | Which of the following is not a popular desktop operating system?      |  |  | | --- | --- | | A. | Windows 8 |  |  |  | | --- | --- | | **B.** | Android |  |  |  | | --- | --- | | C. | Linux |  |  |  | | --- | --- | | D. | Max OS X | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-04 Compare mobile operating systems, including iOS, Android, and Windows Phone Topic: Mobile Operating Systems* |

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| 18. *(p. 92)* | Which of the following is not a popular mobile operating system?      |  |  | | --- | --- | | **A.** | Mountain Lion |  |  |  | | --- | --- | | B. | Windows Phone 8 |  |  |  | | --- | --- | | C. | iOS |  |  |  | | --- | --- | | D. | Android | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-04 Compare mobile operating systems, including iOS, Android, and Windows Phone Topic: Mobile Operating Systems* |

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| 19. *(p. 95)* | When a single physical computer runs this type of software, it operates as though it were two or more separate and independent computers.      |  |  | | --- | --- | | A. | Backup |  |  |  | | --- | --- | | B. | File compression |  |  |  | | --- | --- | | C. | Troubleshooting |  |  |  | | --- | --- | | **D.** | Virtualization | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 20. *(p. 99)* | The windows troubleshooting utility that identifies and eliminates nonessential files is called \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | Backup and Restore |  |  |  | | --- | --- | | B. | Disk Defragmenter |  |  |  | | --- | --- | | **C.** | Disk Cleanup |  |  |  | | --- | --- | | D. | Norton Utilities | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 21. *(p. 100)* | When a file is broken up into small parts that are stored wherever space is available, the hard disk is said to become \_\_\_\_\_\_\_.      |  |  | | --- | --- | | **A.** | fragmented |  |  |  | | --- | --- | | B. | contiguous |  |  |  | | --- | --- | | C. | sectored |  |  |  | | --- | --- | | D. | disbursed | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 1 Easy Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 22. *(p. 95)* | Before sending a large file over the Internet, you might want to use one of these programs.      |  |  | | --- | --- | | A. | Disk defragmenter |  |  |  | | --- | --- | | B. | Uninstaller |  |  |  | | --- | --- | | C. | Disk cleanup program |  |  |  | | --- | --- | | **D.** | File compression program | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 3 Hard Learning Outcome: 04-07 Identify the four most essential utilities Topic: Utilities* |

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| 23. *(p. 101)* | A computer can become infected with viruses in all the following ways, except by \_\_\_\_\_\_\_.      |  |  | | --- | --- | | A. | opening attachments to e-mail messages |  |  |  | | --- | --- | | B. | downloading software from the Internet |  |  |  | | --- | --- | | C. | downloading files from the Web |  |  |  | | --- | --- | | **D.** | creating a new folder on your computer | |

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| *AACSB: Communication AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-06 Explain the purpose of utilities and utility suites Topic: Utilities* |

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| 24. *(p. 98)* | A utility program that makes a copy of all files or selected files that are in the libraries, contacts, and favorites on the desktop.      |  |  | | --- | --- | | A. | Disk Cleanup |  |  |  | | --- | --- | | **B.** | Backup and Restore |  |  |  | | --- | --- | | C. | Disk Defragmenter |  |  |  | | --- | --- | | D. | Virus Scan | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 25. *(p. 101)* | This type of program allows communication between a peripheral device, such as a mouse or printer, and the rest of the computer system.      |  |  | | --- | --- | | A. | Client |  |  |  | | --- | --- | | B. | Virtual machine |  |  |  | | --- | --- | | **C.** | Device driver |  |  |  | | --- | --- | | D. | Server | |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-09 Describe device drivers, including Windows' Add a Device Wizard and Update Topic: Device Drivers* |

**True / False Questions**

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| 26. *(p. 88)* | System software is a single program.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-01 Describe the differences between system software and application software Topic: System Software* |

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| 27. *(p. 88)* | System software cannot handle technical details without user intervention.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 1 Easy Learning Outcome: 04-01 Describe the differences between system software and application software Topic: System Software* |

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| 28. *(p. 90)* | Starting or restarting a computer is called tasking the system.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 29. *(p. 89)* | The operating system allows the user to interact with the application programs and computer hardware through a user interface.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 30. *(p. 91)* | In a network environment, the network server computer coordinates all communications between the other computers.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 31. *(p. 91)* | A standard desktop computer comes with an embedded operating system.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 32. *(p. 91)* | The operating system is often referred to as the software platform.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 33. *(p. 91)* | Smartphones generally include a network operating system.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 34. *(p. 93)* | Because Mac OS X market share is so large, more application programs are developed to run under Mac OS X than any other operating system.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 35. *(p. 94)* | Linux is a popular and powerful alternative to the Windows operating system.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 36. *(p. 95)* | When a single physical computer runs a special program known as virtualization software, it operates as though it were two or more separate and independent computers, known as virtual machines.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 37. *(p. 94)* | Google's Chrome OS focuses on Internet connectivity and cloud computing.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 38. *(p. 92)* | Based on the MAC OS, Android is designed for Apple's iPhone, iPod Touch, and iPad.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-04 Compare mobile operating systems, including iOS, Android, and Windows Phone Topic: Mobile Operating Systems* |

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| 39. *(p. 95)* | Programs such as word processors and spreadsheets are known as utilities.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-06 Explain the purpose of utilities and utility suites Topic: Utilities* |

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| 40. *(p. 98)* | Running File History improves system performance.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 41. *(p. 100)* | On a disk, a track is a concentric ring, and each track is divided into wedge-shaped sections called sectors.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 42. *(p. 101)* | There are several ways in which you can "catch" a computer virus.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-06 Explain the purpose of utilities and utility suites Topic: Utilities* |

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| 43. *(p. 100)* | Utility suites come with one program only.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-06 Explain the purpose of utilities and utility suites Topic: Utilities* |

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| 44. *(p. 101)* | For all devices, the appropriate drivers are automatically selected and installed when the device is first connected to the computer system.    **FALSE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-09 Describe device drivers, including Windows' Add a Device Wizard and Update Topic: Device Drivers* |

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| 45. *(p. 102)* | Windows Update makes it easy to update the device drivers on your computer.    **TRUE** |

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| *AACSB: Technology Accessibility: Keyboard Navigation Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-09 Describe device drivers, including Windows' Add a Device Wizard and Update Topic: Device Drivers* |

**Fill in the Blank Questions**

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| 46. *(p. 88)* | \_\_\_\_\_\_\_ software consists of operating systems, utilities, device drivers, and language translators.    **System** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-02 Identify the four types of system software programs Topic: System Software* |

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| 47. *(p. 88)* | A(n) \_\_\_\_\_\_\_ converts the programming instructions into a language that the computer understands and processes.    **language translator** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-02 Identify the four types of system software programs Topic: System Software* |

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| 48. *(p. 88)* | The \_\_\_\_\_\_\_ system coordinates computer resources, provides the user interface, and runs applications.    **operating** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-02 Identify the four types of system software programs Topic: System Software* |

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| 49. *(p. 90)* | \_\_\_\_\_\_\_ are graphic representations for a program, type of file, or function.    **Icons** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 50. *(p. 91)* | Smartphone operating systems are a type of \_\_\_\_\_\_\_ operating system.    **embedded** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 51. *(p. 91)* | \_\_\_\_\_\_\_ operating systems are used to control and coordinate computers that are linked together.    **Network** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 52. *(p. 91)* | Windows Server is an example of a(n) \_\_\_\_\_\_\_ operating system.    **network** |

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| *AACSB: Technology Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 53. *(p. 91)* | In a network, the desktop operating system is considered the \_\_\_\_\_\_\_ operating system.    **client** |

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| *AACSB: Technology Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 54. *(p. 91)* | The \_\_\_\_\_\_\_ is often referred to as the software environment or software platform.    **operating system** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 55. *(p. 94)* | \_\_\_\_\_\_\_ is an operating system widely used by servers on the web, mainframe computers, and very powerful personal computers.    **UNIX** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 56. *(p. 94)* | \_\_\_\_\_\_\_ refers to the process whereby a single physical computer can support multiple operating systems.    **Virtualization** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 57. *(p. 95)* | Troubleshooting or \_\_\_\_\_\_\_ programs recognize and correct problems.    **diagnostic** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-07 Identify the four most essential utilities Topic: Utilities* |

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| 58. *(p. 98)* | Disk Cleanup, File History, and Disk Defragmenter are all examples of \_\_\_\_\_\_\_ programs.    **utility** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 59. *(p. 95)* | File \_\_\_\_\_\_\_ programs reduce the size of files so they require less storage space.    **compression** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-07 Identify the four most essential utilities Topic: Utilities* |

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| 60. *(p. 99)* | The Disk \_\_\_\_\_\_\_ utility program eliminates unneeded files on your hard disk.    **Cleanup** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 61. *(p. 95)* | \_\_\_\_\_\_\_ programs make copies of files to be used in case the originals are lost or damaged.    **Backup** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-07 Identify the four most essential utilities Topic: Utilities* |

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| 62. *(p. 101)* | Device \_\_\_\_\_\_\_ are required to allow communication between a device and the rest of the computer system.    **drivers** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-09 Describe device drivers, including Windows' Add a Device Wizard and Update Topic: Device Drivers* |

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| 63. *(p. 102)* | Windows 8 makes it easy to update the drivers on your computer using \_\_\_\_\_\_\_.    **Windows Update** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-09 Describe device drivers, including Windows' Add a Device Wizard and Update Topic: Device Drivers* |

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| 64. *(p. 95)* | In a virtualized environment, the operating system of each virtual machine is known as the \_\_\_\_\_\_\_ operating system.    **guest** |

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| *AACSB: Technology Blooms: Apply Difficulty: 2 Medium Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 65. *(p. 95)* | \_\_\_\_\_\_\_ programs guard your computer system against viruses or other damaging programs that can invade your computer system.    **Antivirus** |

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| *AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-07 Identify the four most essential utilities Topic: Utilities* |

**Essay Questions**

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| 66. *(p. 89-90)* | What are the three basic functions of an operating system?     The purpose of an operating system is to manage a computer's resources, provide a user interface, and load and run applications. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Remember Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 67. *(p. 90-91)* | What are some of the common features that operating systems and application programs share?     Operating systems have several features in common with application programs. Icons are graphic representations for a program or function. A pointer is controlled by a mouse and changes shape depending upon its current function. Windows are rectangular areas for displaying information and running programs. Menus provide a list of options or commands. Dialog boxes provide information or request input. Help provides online assistance for operating system functions and procedures. |

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| *AACSB: Analytic AACSB: Reflective Thinking AACSB: Technology Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 68. *(p. 91)* | Describe the three categories of operating systems.     Embedded operating systems are used for handheld devices such as smartphones, cable and satellite television tuner boxes, video game systems, and other small electronics. Network operating systems are used to control and coordinate computers that are networked or linked together. Stand-alone operating systems, also called desktop operation systems, control a single desktop or laptop computer. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Remember Difficulty: 2 Medium Learning Outcome: 04-03 Explain the basic functions, features, and categories of operating systems Topic: Operating Systems* |

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| 69. *(p. 93-94)* | How are Windows and Macintosh operating systems similar? How are they different?     Both Windows and Mac OS are popular desktop operating systems. Windows is the most widely used personal computer operating system. Windows comes in a variety of different versions and is designed to run with a variety of different microprocessors. The two recent versions are Windows 7 and Windows 8. The Mac OS runs on Apple computers and is considered one of the most innovative operating systems. The two most recent versions of Mac OS X include OS X Mountain Lion, which is similar to Windows 8 though considered easier to use, and OS X Mavericks. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Analyze Difficulty: 3 Hard Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 70. *(p. 93)* | What are some of the features of Windows 7 and Windows 8?     Windows 7 was released in 2009 and has a traditional user interface similar to previous versions of Windows. It provided enhanced features, including improved handwriting recognition and advanced searching capabilities for finding files and other content on a computer. Windows 8 was released in 2012 and was created to better integrate Microsoft's desktop operating systems with its mobile operating systems. It provided support for gestures, cloud integration, and apps. Windows 8 also introduced a new interface. This interface is very similar to the interface for Microsoft's mobile operating system, Windows Phone, and is a dramatic shift from the traditional Windows interface. Windows 8 offers a start screen consisting of tiles. Each tile displays active content linked to an application. A desktop similar to the traditional Windows desktop can be accessed various ways. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 71. *(p. 94)* | List some of the features of Mac OS X Mountain Lion and OS X Mavericks.     OS X Mountain Lion was released in 2012 and designed for desktops and laptops. Its user interface is very similar to the interface used with its tablets and smartphones. The functionality of Mountain Lion is similar to Windows 8, although it is generally regarded as easier to use. OS X Mavericks was announced in 2013 and introduces several improvements, including better power management for longer laptop battery life and enhanced workflow options for multiple monitor setups. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-05 Compare desktop operating systems, including Windows, Mac OS, UNIX, Linux, and virtualization Topic: Desktop Operating Systems* |

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| 72. *(p. 95)* | What are the four most essential utility programs?     The four most essential utility programs are troubleshooting or diagnostic programs, antivirus programs, backup programs, and file compression programs. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Remember Difficulty: 1 Easy Learning Outcome: 04-07 Identify the four most essential utilities Topic: Utilities* |

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| 73. *(p. 100)* | What does it mean if a disk is fragmented? How can you defragment it?     Files are stored and organized on a disk according to tracks and sectors. The operating system tries to save a file on a single track across contiguous sectors. Often, however, this is not possible and the file has to be broken up, or fragmented, into small parts that are stored wherever space is available. Whenever a file is retrieved, it is reconstructed from the fragments. After a period of time, a hard disk becomes highly fragmented, slowing operations. Optimize Drives is a utility program that locates and eliminates unnecessary fragments and rearranges files and unused disk space to optimize operations. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-08 Illustrate Windows utility programs Topic: Utilities* |

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| 74. *(p. 92)* | Describe the three best-known embedded mobile operating systems.     Android was introduced in 2007. It was originally developed by Android Inc. and later purchased by Google. Android is widely used in many of today's smartphones. iOS, formerly known as iPhone OS, was originally developed in 2007 by Apple. It is based on Mac OS and is used as the platform for Apple's iPhone and iPad. Windows Phone 8 was introduced in 2012 by Microsoft to support a variety of mobile devices, including smartphones. It has the ability to run many powerful programs designed for desktop and laptop computers. |

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| *AACSB: Reflective Thinking AACSB: Technology Blooms: Understand Difficulty: 2 Medium Learning Outcome: 04-04 Compare mobile operating systems, including iOS, Android, and Windows Phone Topic: Mobile Operating Systems* |