

Test and improve your PC knowledge with this guide



By Lynda Ward (Trekkie)

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**Any Comments:
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IT Principles
Multiple Choice Questions

Which of the following is used to enter text into a word processing programme?

- a) Scanner
- b) Plotter
- c) Touch Screen
- d) Mouse

Which database type is capable of handling text?

- a) Real
- b) Integer
- c) Currency
- d) String

Spreadsheet formula can perform –

- a) Operations on text
- b) Text enhancement
- c) Font changes
- d) File Management

Which file type is used by Vector based drawing applications?

- a) BMP
- b) WMF
- c) TIF
- d) GIF

Integrated software easily moves between different –

- a) Applications
- b) Different computers
- c) Different storage media
- d) Different workstations

If a business purchases 2 copies of Application Software package that is protected by Copyright legally; they can –

- a) Install as many copies as they like
- b) Make copies and give away
- c) Install 2 copies
- d) Make copies and sell them

The term Overwrite refers to –

- a) Replacing a file with new data
- b) Copy a file to a floppy disk
- c) Saving a new file onto a blank disk
- d) Deleting a file from the hard disk

The main purpose of mail merge is –

- a) One letter personalised to several people
- b) Multiple letters to several people
- c) Multiple letters to multiple addresses
- d) Several letters to the same address

Which 2 are needed to make up dial up connection?

- a) Modem
- b) Network card
- c) Browser
- d) Dialler software

Which application is used to open and use Rich Text Format (RTF)?

- a) Basic text editor
- b) Databases
- c) Graphics
- d) Operating system

A disk that has “write protection” –

- a) Can be written to
- b) Overwritten
- c) Not readable
- d) Cannot be written to

Which method is best for protecting data over the network?

- a) Encryption software
- b) Password protection

Which password provides the least protection?

- a) One day time intervals
- b) Indefinite intervals
- c) Random intervals
- d) Fixed intervals

RSI is caused by (Repetitive Strain Injury) –

- a) Not using a wrist rest
- b) Badly adjusted VDU
- c) Pressing the same keys over a period of time
- d) Repeatedly using the same muscles to perform the same action

Which of the following is a non-essential item on a standard chair for a computer Workstation?

- a) Arm rests
- b) Adjustable back
- c) Five feet
- d) Height adjustable seat

Which is a potential hazard when using a computer?

- a) Securing cables around walls
- b) Overloading of power points
- c) Fitting cables into wall mountings
- d) Putting cables under floor ducting

A data type of Integer mainly only contains –

- a) Currency
- b) A whole number
- c) Text
- d) Logical

Does A1 in a spreadsheet refer to –

- a) Cell reference
- b) Cell formatting
- c) Column identification
- d) Row and Column identification

The main purpose of database software is to –

- a) Create Vector drawings
- b) Manipulate and Analyse numbers
- c) Sort and search records
- d) Format text

The term “User Friendly” refers to –

- a) Clipboard
- b) Software
- c) Operating System
- d) Hardware

Which file type can be opened in Word Processing, but must be edited in another application?

- a) .doc
- b) .txt
- c) .gif
- d) .wpd

A directory structure is effective because –

- a) Data files can be backed up
- b) Directory name is all in capitals
- c) Programme files are separate from data files
- d) It makes good use of the large capacity on the hard disk

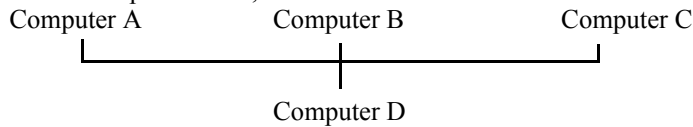
What are the correct set of properties in a field in databases?

- a) Character, Name, Identification
- b) Name, Character, Identification
- c) Name, Type, Length
- d) Number, Identification, Length

Which of the following provide graphic interface to the Internet?

- a) Browser
- b) Editor
- c) Animator
- d) Window

What is the relationship of D to A, B and C?



- a) Client / Server
- b) P2P
- c) ISP
- d) LAN

Which has a capacity greater than 1GB?

- a) CD-ROM
- b) Zip disks
- c) Floppy disks
- d) Internal hard drive

Which is unable to work in a mail merge?

- a) Spreadsheet
- b) Database
- c) Document
- d) Multimedia

Which cannot be used for RTF files?

- a) Presentation
- b) Databases
- c) Word Processing
- d) Graphics

Low refresh rate causes the screen to –

- a) Jump
- b) Distort
- c) Flicker

Which of the following holds instructions and data for processing?

- a) CPU
- b) Slot
- c) RAM
- d) Microprocessor

Which of the following is storage technology that uses laser beams?

- a) Optical tape
- b) Magnetic disk
- c) Magnetic tape
- d) Optical disk

Which of the following is another name for programmes?

- a) Software
- b) RAM
- c) Data
- d) Storage

Storage and retrieval of data is a key function of:

- a) Desktop publishing
- b) Database management
- c) Graphics
- d) Documentation

Which of the following software prints high quality combined text and graphics?

- a) Spreadsheets
- b) Desktop publishing
- c) Word processing
- d) Graphics

Which of the following is a "Computer on a chip"?

- a) RAM
- b) Microprocessor
- c) Optical disk
- d) Primary storage

What is the Zebra-Striped identifier on a store product?

- a) Key
- b) Magnetic tape
- c) Bar code
- d) Word

Which is one type of secondary storage?

- a) RAM
- b) Mouse
- c) Word reader
- d) Optical disk

The computer commits raw data into which format?

- a) Input
- b) Processor
- c) Custom software
- d) Information

What is another name for memory?

- a) Primary storage
- b) Hard disk
- c) Diskette
- d) Secondary storage

Which one of the following is an input device?

- a) Scanner
- b) Printer
- c) Loudspeaker
- d) Plotter

Which one of the following parts of a computer is necessary to enable it to play music?

- a) Sound card
- b) CD-ROM
- c) MIDI interface
- d) Serial interface

Which one of the following printers is suitable for printing sprocket fed carbon copies?

- a) Laser
- b) Dot matrix
- c) Ink-jet
- d) Drum

Which of the following is twice the size of A4 paper?

- a) A2
- b) A3
- c) A5
- d) A6

A Spreadsheet is the BEST application for

- a) Handling simple accounts
- b) Writing a report which includes tables
- c) Producing a grid referenced map
- d) Keeping an inventory of equipment used

To be effective a virus checker should be

- a) Replaced regularly
- b) Never updated
- c) Updated regularly
- d) Updated once a year

Passwords enable users to

- a) Get into the system quickly
- b) Make efficient use of time
- c) Retain confidentiality of files
- d) Simplify file structures

Back up of the data files will help to prevent

- a) Loss of confidentiality
- b) Duplication of data
- c) Virus infection
- d) Loss of data

It is important that fire exits are

- a) Obstructed
- b) Unobstructed
- c) Unmarked
- d) Hidden

A gigabyte is equal to

- a) 1024 bytes
- b) A million megabytes
- c) A thousand kilobytes
- d) 1024 megabytes

Which is NOT an output device?

- a) Monitor
- b) Scanner
- c) Modem
- d) Printer

RAM is

- a) Temporary storage / workspace
- b) Backup storage
- c) Disk storage
- d) Read Only Memory

The first hard drive is named

- a) A:
- b) B:
- c) C:
- d) D:

The largest chip on the motherboard is the ...

- A) 80486
- b) 80686
- c) Pentium
- d) CPU

The part of ROM that controls basic processing of input and output is

- a) RAM
- b) BIOS
- c) CPU
- d) I-O

Where does the computer store information when it's turned off?

- a) RAM
- b) Monitor
- c) Disks
- d) Scanner

Which holds data that the user changes in normal operations?

- a) CD-ROM
- b) ROM
- c) RAM
- d) BIOS

Chips, slots, buses, cards and circuits are housed on the

- a) Box
- b) Computer
- c) Motherboard
- d) Ports

What does the term bit come from?

- a) Kilobyte
- b) BIOS Input
- c) Megabyte
- d) Binary digit

How many bits are made to make one character?

- a) 2
- b) 1
- c) 8
- d) 1024

The term A:\ refers to

- a) A file name
- b) A subdirectory
- c) The root directory
- d) The hard drive

A package, which can be used for a short period before purchasing is termed

- a) Try and buy
- b) Freeware
- c) Shareware
- d) Borrow-ware

The MAIN problem associated with leaving screens on is that

- a) The monitor gets hot
- b) The power goes off
- c) An image burns in
- d) Screen savers can be timed

Protecting files from view by others is BEST achieved by

- a) Copyright
- b) Backup
- c) Read only
- d) Passwords

Which one of the following is a source of danger in a PC suite?

- a) Unobstructed fire doors
- b) Ducted cables
- c) Fire extinguishers
- d) Trailing cables

What is the main feature of GUI?

An employee identifies a potential hazard, they must always –

Disadvantages of using a screen saver –

Which prohibitive action is used when multi-tasking?

A file, with an attribute of read only allows –

Potential disadvantage of networking computers together –

Disadvantages to peer-to-peer connection –

Shareware is software that –

What does the abbreviation URL stand for?

Touch screen is used to –

The abbreviation LAN stands for –

What is the best output device to create a large A1 scale paper based drawing?

Maximum resolutions of a VGA monitor?

What has the most effect on the overall speed of a computer?

What is the best data source to store permanent archiving data?

Which environment corrupts data stored on a floppy disk?

What is the capacity of a floppy disk after it has been formatted?

Which software application would you use for performing numerical and statistical calculations?

The usual directory and folder structure on a computer is known as what?

After data is input but just before it is processed, where is it held?

The Input, Output and Secondary storage devices attached to a computer are called what?

What is another name for a laptop computer?

What is another name for personal digital assistants?

What is Software called, which help people compare data and spot trends at a glance?

Computers linked together are said to be part of what?

Software that is easy to use, is said to be, what?

What is Software, which is created for a specific user, called?

The planned Step-by-Step instructions required to turn data into information are called, what?

The most powerful computers are called, what?

Which major piece of equipment has the highest residual charge?

What is not a network topology?

How many bytes do 4 KB represent?

What is the best fire extinguisher for IT equipment?

How would you prevent eye strain?

What is system's software?

1 Mb is approximately..?

What does OCR stand for?

What is primary storage?

What is secondary storage?

Which type of printer is usually used to print high quality line drawings such as building plans?

Automated transactions for the purchase of goods over the Internet is called what?

Output which is made up of pictures, sound and video is known as what?

The speed of a printer can be measured in what?

What is the most common Internet protocol?

The speed of a PC can be measured in what?

What is a common shortcut used to switch between programs?

True / False

The processor is also called the Central Processing Unit, or CPU.

Secondary storage units contain the instructions and data to be used immediately by the processor.

Desktop publishing software is used primarily to Store and Retrieve information.

Processed data that is organized, meaningful and useful is called information.

“User-Friendly” refers to a special kind of terminal.

To use a computer, you need to know its internal functions.

PDA's are also called mainframes.

Mainframes are also called notebook computers.

Computers can be classified, smallest to largest, as mainframes, microcomputers or mini computers.

Custom software may be purchased off the shelf.

General keyboard shortcuts

CTRL+C	Copy
CTRL+X	Cut
CTRL+V	Paste
CTRL+Z	Undo
DELETE	Delete
SHIFT+DELETE	Delete selected item permanently without placing the item in the Recycle Bin
CTRL	While dragging an item Copy selected item
CTRL+SHIFT	While dragging an item Create shortcut to selected item
F2	Rename selected item
CTRL+RIGHT ARROW	Move the insertion point to the beginning of the next word
CTRL+LEFT ARROW	Move the insertion point to the beginning of the previous word
CTRL+DOWN ARROW	Move the insertion point to the beginning of the next paragraph
CTRL+UP ARROW	Move the insertion point to the beginning of the previous paragraph
CTRL+SHIFT	With any of the arrow keys Highlight a block of text
SHIFT	With any of the arrow keys Select more than one item in a window or on the desktop, or select text within a document
CTRL+A	Select all
F3	Search for a file or folder
ALT+ENTER	View properties for the selected item
ALT+F4	Close the active item, or quit the active program
ALT+Enter	Displays the properties of the selected object
ALT+SPACEBAR	Opens the shortcut menu for the active window
CTRL+F4	Close the active document in programs that allow you to have multiple documents open simultaneously
ALT+TAB	Switch between open items

ALT+ESC	Cycle through items in the order they were opened
F6	Cycle through screen elements in a window or on the desktop
F4	Display the Address bar list in My Computer or Windows Explorer
SHIFT+F10	Display the shortcut menu for the selected item
ALT+SPACEBAR	Display the System menu for the active window
CTRL+ESC	Display the Start menu
F10	Activate the menu bar in the active program
RIGHT ARROW	Open the next menu to the right, or open a submenu
LEFT ARROW	Open the next menu to the left, or close a submenu
F5	Refresh the active window
BACKSPACE	View the folder one level up in My Computer or Windows Explorer
ESC	Cancel the current task
SHIFT	When you insert a CD into the CD-ROM drive Prevent the CD from automatically playing
CTRL+	Shows formulas in spreadsheets
<u>Dialog box keyboard shortcuts</u>	
CTRL+TAB	Move forward through tabs
CTRL+SHIFT+TAB	Move backward through tabs
TAB	Move forward through options
SHIFT+TAB	Move backward through options
ENTER	Carry out the command for the active option or button
SPACEBAR	Select or clear the check box if the active option is a check box
Arrow keys	Select a button if the active option is a group of option buttons
F1	Display Help
F4	Display the items in the active list

Natural keyboard shortcuts

CTRL+ALT+DELETE Ends current task or is used if computer crashes

Accessibility keyboard shortcuts

SHIFT Five times Switch StickyKeys on and off

NUM LOCK For five seconds Switch ToggleKeys on and off

Windows Explorer keyboard shortcuts

END Display the bottom of the active window

HOME Display the top of the active window

NUM LOCK+ASTERISK On numeric keypad (*) Display all subfolders under the selected folder

NUM LOCK+PLUS SIGN On numeric keypad (+) Display the contents of the selected folder

NUM LOCK+MINUS SIGN On numeric keypad (-) Collapse the selected folder

LEFT ARROW Collapse current selection if it's expanded, or select parent folder

RIGHT ARROW Display current selection if it's collapsed, or select first subfolder

Notes

Some keyboard shortcuts may not work if StickyKeys is turned on in Accessibility Options. If you are connected to Windows through Microsoft Terminal Services Client, some shortcuts have changed. For more information, see the online documentation for Terminal Services Client.

GENERAL INFORMATION

WYSIWYG	WHAT YOU SEE IS WHAT YOU GET
JPEG/JPG	JOINT PHOTOGRAPHIC EXPERTS GROUP - GRAPHIC FORMAT
BMP	BITMAP IMAGE - GRAPHIC FORMAT
WMF	WINDOWS METAFILE FORMAT - GRAPHIC FORMAT
CPU	CENTRAL PROCESSING UNIT
UPS	UNINTERUPTABLE POWER SUPPLY
FTP	FILE TRANSFER PROTOCOL
ISP	INTERNET SERVICE PROVIDER
IP	INTERNET PROTOCOL
P2P	PEER TO PEER
DPI	DOTS PER INCH
DTP	DESK TOP PUBLISHING
HTTP	HYPertext TRANSFER PROTOCOL
HTML	HYPertext MARKUP LANGUAGE
VDU	VISUAL DISPLAY UNIT
URL	UNIFORM RESOURCE LOCATOR
GUI	GRAPHICAL USER INTERFACE - MAIN FEATURE IS ICONS
LAN	LOCAL AREA NETWORK
WAN	WIDE AREA NETWORK
RTF	RICH TEXT FORMAT - TEXT FORMAT
RSI	REPETITIVE STRAIN INJURY
RAM	RANDOM ACCESS MEMORY
ROM	READ ONLY MEMORY
CD-R	CD RECORDABLE
CD-RW	CD REWRITABLE
GIF	GRAPHIC INTERCHANGE FORMAT - GRAPHIC FORMAT
CAD	COMPUTER AIDED DESIGN
PDF	PORTABLE DOCUMENT FORMAT
KB	KILOBYTE - 1024 BYTES
MB	MEGABYTE
GB	GIGABYTE - 1024 MEGABYTES
BYTE	8 BITS IN A BYTE

FILE EXTENSIONS

DOC	WORD DOCUMENT
TXT	TEXT DOCUMENT
XLS	EXCEL DOCUMENT
MDB	ACCESS DOCUMENT

DRIVER FILE	ENABLES A SPECIFIC DEVICE TO WORK
JAZ DRIVE	REMOVABLE STORAGE
MEGA PIXELS	ASSOCIATED WITH DIGITAL CAMERAS
BESPOKE	SOFTWARE THAT IS CUSTOMIZED FOR A SPECIFIC USER
4 GRAPHIC FORMATS	WMF BMP JPEG/JPG GIF

Glossary

American Standard Code for Information Interchange (ASCII)

A standard single-byte character encoding scheme used for text-based data. ASCII uses designated 7-bit or 8-bit number combinations to represent either 128 or 256 possible characters. Standard ASCII uses 7 bits to represent all uppercase and lowercase letters, the numbers 0 through 9, punctuation marks, and special control characters used in U.S. English. Most current x86-based systems support the use of extended (or "high") ASCII. Extended ASCII allows the eighth bit of each character to identify an additional 128 special symbol characters, foreign-language letters, and graphic symbols.

basic input/output system (BIOS)

On x86-based computers, the set of essential software routines that test hardware at startup, start the operating system, and support the transfer of data among hardware devices. The BIOS is stored in read-only memory (ROM) so that it can be executed when you turn on the computer. Although critical to performance, the BIOS is usually invisible to computer users.

binary

A base-2 number system in which values are expressed as combinations of two digits, 0 and 1.

bit (binary digit)

The smallest unit of information handled by a computer. One bit expresses a 1 or a 0 in a binary numeral, or a true or false logical condition. A group of 8 bits makes up a byte, which can represent many types of information, such as a letter of the alphabet, a decimal digit, or other character. Bit is also called binary digit.

bits per second (bps)

The number of bits transmitted every second, used as a measure of the speed at which a device, such as a modem, can transfer data.

boot

The process of starting or resetting a computer. When first turned on (cold boot) or reset (warm boot), the computer runs the software that loads and starts the computer's operating system, which prepares it for use.

boot files

The system files needed to start Windows. The boot files include Ntldr and Ntdetect.com.

broadband

Of or relating to communications systems in which the medium of transmission (such as a wire or fiber-optic cable) carries multiple messages at a time, each message modulated on its own carrier frequency by a modem.

bus

A communication line used for data transfer among the components of a computer system. A bus essentially allows different parts of the system to share data. For example, a bus connects the disk-drive controller, memory, and input/output ports to the microprocessor.

bytes

A unit of data that typically holds a single character, such as a letter, a digit, or a punctuation mark. Some single characters can take up more than one byte.

cable modem

A device that enables a broadband connection to the Internet by using cable television infrastructure. Access speeds vary greatly, with a maximum throughput of 10 megabits per second (Mbps).

cache

For DNS and WINS, a local information store of resource records for recently resolved names of remote hosts. Typically, the cache is built dynamically as the computer queries and resolves names. It also helps optimize the time required to resolve queried names.

cache file

A file used by the Domain Name System (DNS) server to preload its names cache when service is started. Also known as the root hints file because DNS uses resource records stored in this file to help locate root servers that provide referral to authoritative servers for remote names. For Windows DNS servers, the cache file is named Cache.dns and is located in the %SystemRoot%\System32\Dns folder.

CD-R

Recordable compact disc. Data can be copied to the CD on more than one occasion; however, data cannot be erased from the CD.

CD-RW

Rewritable compact disc. Data can be copied to the CD on more than one occasion and can be erased.

client

Any computer or program connecting to, or requesting the services of, another computer or program. Client can also refer to the software that enables the computer or program to establish the connection.

For a local area network (LAN) or the Internet, a computer that uses shared network resources provided by another computer (called a server).

CMYK color space

Multidimensional color space consisting of the cyan, magenta, yellow, and black intensities that make up a given color. Commercial color printing devices generally use this system of four-color process inks.

default printer

The printer to which a computer sends documents if you select the Print command without first specifying which printer you want to use with a program. You can have only one default printer; it should be the printer you use most often.

defragmentation

The process of rewriting parts of a file to contiguous sectors on a hard disk to increase the speed of access and retrieval. When files are updated, the computer tends to save these updates on the largest continuous space on the hard disk, which is often on a different sector than the other parts of the file. When files are thus fragmented, the computer must search the hard disk each time the file is opened to find all of the file's parts, which slows down response time.

desktop

The on-screen work area on which windows, icons, menus, and dialog boxes appear.

desktop pattern

A design that appears across your desktop. You can create your own pattern or select a pattern provided by Windows.

device

Any piece of equipment that can be attached to a network or computer; for example, a computer, printer, joystick, adapter, or modem card, or any other peripheral equipment. Devices normally require a device driver to function with Windows.

dial-up connection

The connection to your network if you are using a device that uses the telephone network. This includes modems with a standard phone line, ISDN cards with high-speed ISDN lines, or X.25 networks.

If you are a typical user, you may have one or two dial-up connections, for example, to the Internet and to your corporate network. In a more complex server situation, multiple network modem connections might be used to implement advanced routing.

digital video disc (DVD)

A type of optical disc storage technology. A digital video disc (DVD) looks like a CD-ROM disc, but it can store greater amounts of data. DVDs are often used to store full-length movies and other multimedia content that requires large amounts of storage space.

disk

A storage device that is attached to a computer.

document

Any self-contained piece of work created with an application program and, if saved on disk, given a unique file name by which it can be retrieved.

dots per inch (DPI)

The standard used to measure screen and printer resolution, expressed as the number of dots that a device can display or print per linear inch. The greater the number of dots per inch, the better the resolution.

downloadable fonts

A set of characters stored on disk and sent (downloaded) to a printer's memory when needed for printing a document. Downloadable fonts are most commonly used with laser printers and other page printers, although many dot-matrix printers can accept some of them. Downloadable fonts are also called soft fonts.

drag

To move an item on the screen by selecting the item and then pressing and holding down the mouse button while moving the mouse. For example, you can move a window to another location on the screen by dragging its title bar.

drive

An area of storage that is formatted with a file system and has a drive letter. The storage can be a floppy disk, a CD, a hard disk, or another type of disk. You can view the contents of a drive by clicking its icon in Windows Explorer or My Computer.

drive letter

The naming convention for disk drives on IBM and compatible computers. Drives are named by letter, beginning with A, followed by a colon.

DVD decoder

A hardware or software component that allows a digital video disc (DVD) drive to display movies on your computer screen.

DVD drive

A disk storage device that uses digital video disc (DVD) technology. A DVD drive reads both CD-ROM and DVDs; however, you must have a DVD decoder to display DVD movies on your computer screen.

encrypted password

A password that is scrambled. Encrypted passwords are more secure than plaintext passwords, which are susceptible to network sniffers.

Encrypting File System (EFS)

A feature in this version of Windows that enables users to encrypt files and folders on an NTFS volume disk to keep them safe from access by intruders.

encryption

The process of disguising a message or data in such a way as to hide its substance.

file system

In an operating system, the overall structure in which files are named, stored, and organized. NTFS, FAT, and FAT32 are types of file systems.

File Transfer Protocol (FTP)

A member of the TCP/IP suite of protocols, used to copy files between two computers on the Internet. Both computers must support their respective FTP roles: one must be an FTP client and the other an FTP server.

file type

In the Windows environment, a designation of the operational or structural characteristics of a file. The file type identifies the program, such as Microsoft Word, that is used to open the file. File types are associated with a file name extension. For example, files that have the .txt or .log extension are of the Text Document type and can be opened using any text editor.

In the Macintosh environment, a four-character sequence that identifies the type of a Macintosh file. The Macintosh Finder uses the file type and file creator to determine the appropriate desktop icon for that file.

firewall

A combination of hardware and software that provides a security system, usually to prevent unauthorized access from outside to an internal network or intranet. A firewall prevents direct communication between network and external computers by routing communication through a proxy server outside of the network. The proxy server determines whether it is safe to let a file pass through to the network. A firewall is also called a security-edge gateway.

folder

A container for programs and files in graphical user interfaces, symbolized on the screen by a graphical image (icon) of a file folder. A folder is a means of organizing programs and documents on a disk and can hold both files and additional folders.

font

A graphic design applied to a collection of numbers, symbols, and characters. A font describes a certain typeface, along with other qualities such as size, spacing, and pitch.

font cartridge

A plug-in unit available for some printers that contains fonts in several styles and sizes. As with downloadable fonts, printers using font cartridges can produce characters in sizes and styles other than those created by the fonts built into it.

format

The structure of a file that defines the way it is stored and laid out on the screen or in print. The format of a file is usually indicated by its extension. For example, .txt after a file name indicates the file is a text document, and .doc after a file name indicates it is a Word document.

fragmentation

The scattering of parts of the same disk file over different areas of the disk. Fragmentation occurs as files on a disk are deleted and new files are added. It slows disk access and degrades the overall performance of disk operations, although usually not severely.

free space

Available space that you use to create logical drives within an extended partition.

gigabyte (GB)

1,024 megabytes, though often interpreted as approximately one billion bytes.

handle

In the user interface, an interface added to an object that facilitates moving, sizing, reshaping, or other functions pertaining to an object. In programming, a pointer to a pointer, that is, a token that lets a program access an identified resource.

handwriting input device

A tool, such as a digital pen and tablet, used to enter text by writing instead of typing. Along with writing tablets, you can use 3-D drawing or Computer Aided Drafting (CAD) tablets, or a tablet-PC. You can also write by moving your mouse on the mouse pad.

handwriting recognition

The ability to interpret handwritten text and convert it into computer-readable text. Handwriting recognition programs allow you to enter text using a pen stylus or other handwriting input device, rather than a keyboard.

hard disk

A device, also called hard disk drive, that contains one or more inflexible platters coated with material in which data can be recorded magnetically with read/write heads. The hard disk exists in a sealed case that protects it and allows the head to fly 10 millionths to 25 millionths of an inch above the surface of a platter. Data can both be stored and accessed much more quickly than on a floppy disk.

hardware

The physical components of a computer system, including any peripheral equipment such as printers, modems, and mouse devices.

hexadecimal

A base-16 number system represented by the digits 0 through 9 and the uppercase or lowercase letters A (equivalent to decimal 10) through F (equivalent to decimal 15).

hyperlink

Colored and underlined text or a graphic that you click to go to a file, a location in a file, an HTML page on the World Wide Web, or an HTML page on an intranet. Hyperlinks can also go to newsgroups and to Gopher, Telnet, and FTP sites.

In Windows folders, hyperlinks are text links that appear in the folder's left pane. You can click these links to perform tasks, such as moving or copying a file, or to go to other places on your computer, such as the My Documents folder or Control Panel.

Hypertext Markup Language (HTML)

A simple markup language used to create hypertext documents that are portable from one platform to another. HTML files are simple ASCII text files with codes embedded (indicated by markup tags) to denote formatting and hypertext links.

Hypertext Transfer Protocol (HTTP)

The protocol used to transfer information on the World Wide Web. An HTTP address (one kind of Uniform Resource Locator [URL]) takes the form: `http://www.microsoft.com`.

icon

A small image displayed on the screen to represent an object that can be manipulated by the user. Icons serve as visual mnemonics and allow the user to control certain computer actions without having to remember commands or type them at the keyboard.

input/output (I/O) port

A channel through which data is transferred between a device and the microprocessor. The port appears to the microprocessor as one or more memory addresses that it can use to send or receive data.

insertion point

The place where text will be inserted when typed. The insertion point usually appears as a flashing vertical bar in an application's window or in a dialog box.

install

When referring to software, to add program files and folders to your hard disk and related data to your registry so that the software runs properly. Installing contrasts with upgrading, where existing program files, folders, and registry entries are updated to a more recent version.

When referring to hardware, to physically connect the device to your computer, to load device drivers onto your computer, and to configure device properties and settings.

internet

internet. Two or more network segments connected by routers. Another term for internetwork.

Internet. A worldwide network of computers. If you have access to the Internet, you can retrieve information from millions of sources, including schools, governments, businesses, and individuals.

Internet address

An address for a resource on the Internet that is used by Web browsers to locate Internet resources. An Internet address typically starts with a protocol name, followed by the name of the organization that maintains the site; the suffix identifies the kind of organization it is. For example, the address `http://www.yale.edu/` provides the following information:

- `http`: This Web server uses the Hypertext Transfer Protocol.
- `www`: This site is on the World Wide Web.
- `edu`: This is an educational institution.

Internet address is also called Uniform Resource Locator (URL).

Internet Protocol (IP)

A routable protocol in the TCP/IP protocol suite that is responsible for IP addressing, routing, and the fragmentation and reassembly of IP packets.

Internet service provider (ISP)

A company that provides individuals or companies access to the Internet and the World Wide Web. An ISP provides a telephone number, a user name, a password, and other connection information so users can connect their computers to the ISP's computers. An ISP typically charges a monthly or hourly connection fee.

IP address

A 32-bit address used to identify a node on an IP internetwork. Each node on the IP internetwork must be assigned a unique IP address, which is made up of the network ID, plus a unique host ID. This address is typically represented with the decimal value of each octet separated by a period (for example, 192.168.7.27). In this version of Windows, you can configure the IP address statically or dynamically through DHCP.

ISDN (Integrated Services Digital Network)

A high-speed digital telephone service that can dramatically increase the speed at which you connect to the Internet or to your corporate LAN (local area network). ISDN can operate at 128 kilobytes per second (Kbps), which is five or more times faster than many analog modems.

keyboard layout

The arrangement that accommodates the special characters and symbols used in different languages. Keyboard layouts affect which characters appear when you press the keys on your keyboard. After you change your keyboard layout, the characters that appear on your screen may no longer correspond to the characters that are printed on your keyboard keys.

liquid crystal display (LCD)

A type of display used in digital watches and many portable computers. LCD displays utilize two sheets of polarizing material with a liquid crystal solution between them. An electric current passed through the liquid causes the crystals to align so that light cannot pass through them. Each crystal, therefore, is like a shutter, either allowing light to pass through or blocking the light.

local area network (LAN)

A communications network connecting a group of computers, printers, and other devices located within a relatively limited area (for example, a building). A LAN allows any connected device to interact with any other on the network.

log on

To begin using a network by providing a user name and password that identifies a user to the network.

maximize

To enlarge a window to its largest size by clicking the Maximize button (at the right of the title bar), or by pressing ALT+SPACEBAR and then pressing X.

minimize

To reduce a window to a button on the taskbar by clicking the Minimize button (at the right of the title bar), or by pressing ALT+SPACEBAR and then pressing N.

modem (modulator/demodulator)

A device that allows computer information to be transmitted and received over a telephone line. The transmitting modem translates digital computer data into analog signals that can be carried over a phone line. The receiving modem translates the analog signals back to digital form.

MouseKeys

A keyboard feature that enables you to use the numeric keypad to move the mouse pointer and to click, double-click, and drag.

MS-DOS (Microsoft Disk Operating System)

An operating system used on all personal computers and compatibles. As with other operating systems, such as OS/2, it translates user keyboard input into operations the computer can perform. MS-DOS can be easily accessed by using the command prompt, while MS-DOS-based programs can be accessed through the use of shortcuts on the desktop.

MS-DOS-based program

A program that is designed to run with MS-DOS and therefore may not be able to take full advantage of all Windows features.

My Documents

A folder that provides you with a convenient place to store documents, graphics, or other files you want to access quickly. When you save a file in a program such as WordPad or Paint, the file is automatically saved in My Documents, unless you choose a different folder.

network

A group of computers and other devices, such as printers and scanners, connected by a communications link, enabling all the devices to interact with each other. Networks can be small or large, permanently connected through wires or cables, or temporarily connected through phone lines or wireless transmissions. The largest network is the Internet, which is a worldwide group of networks.

non-Plug and Play

A device, such as a printer, modem, or game controller, that requires manual configuration of hardware settings before it can be used. Non-Plug and Play devices are becoming increasingly rare as manufacturers stop producing them in favor of Plug and Play devices. Non-Plug and Play typically applies to older pieces of equipment.

normal backup

A backup that copies all selected files and marks each file as having been backed up (in other words, the archive attribute is cleared). With normal backups, you need only the most recent copy of the backup file or tape to restore all of the files. You usually perform a normal backup the first time you create a backup set.

offline

A state that marks a component in a cluster as unavailable. A node in an offline state is either inactive or not running. Resources and groups also have an offline state.

online

A state that marks a component in a cluster as available. When a node is online, it is an active member of the cluster and can own and run groups as well as honor cluster database updates, contribute votes to the quorum algorithm, and maintain heartbeats. Resources and groups also have an online state.

operator

In mathematics and in programming and computer applications, a symbol or other character indicating an operation that acts on one or more elements. You can use the following four operators in standard calculations:

- / divide
- * multiply
- subtract
- + add

For Indexing Service, a word or character that specifies a relationship in a query.

orphan

A member of a mirrored volume or a RAID-5 volume that has failed due to a severe cause, such as a loss of power or a complete hard-disk head failure. When this happens, the fault-tolerant driver determines that it can no longer use the orphaned member and directs all new reads and writes to the remaining members of the fault-tolerant volume.

orphan file

A file that is stored inside My Briefcase and not linked to any file outside My Briefcase. When you update files, the orphan file is not synchronized with any other file.

package

An icon that represents embedded or linked information. That information may consist of a complete file, such as a Paint bitmap, or part of a file, such as a spreadsheet cell. When you choose the package, the application used to create the object either plays the object (for example, a sound file) or opens and displays the object. If you change the original information, linked information is automatically updated. However, you must manually update embedded information.

peripheral

A device, such as a disk drive, printer, modem, or joystick, that is connected to a computer and is controlled by the computer's microprocessor.

pixel

Short for picture element, one spot in a rectilinear grid of thousands of such spots that form an image produced on the screen by a computer or on paper by a printer. A pixel is the smallest element that display or print hardware and software can manipulate to create letters, numbers, or graphics. A pixel is also called a pel.

plotter

Any device used to draw charts, diagrams, and other line-based graphics.

plotter font

A font created by a series of dots connected by lines. Plotter fonts can be scaled to any size and are most often printed on plotters. Some dot-matrix printers also support plotter fonts.

Plug and Play

A set of specifications developed by Intel that allows a computer to automatically detect and configure a device and install the appropriate device drivers.

Point-to-Point Protocol (PPP)

An industry standard suite of protocols for the use of point-to-point links to transport multiprotocol datagrams. PPP is documented in RFC 1661.

Primary disk

The hard disk drive that contains the system and boot partitions used to start Windows.

primary mouse button

The button you use most often for clicking and double-clicking. The primary mouse button is the left button on most mice and trackball devices, and the lower button on some trackball devices, but you can switch the function of the buttons by using the Mouse Properties dialog box in Control Panel.

printer

A device that puts text or images on paper or other print media. Examples are laser printers or dot-matrix printers.

printer driver

A program designed to allow other programs to work with a particular printer without concerning themselves with the specifics of the printer's hardware and internal language. By using printer drivers that handle the subtleties of each printer, programs can communicate properly with a variety of printers.

Printer window

Also called the queue view, the Printer window shows information about any pending print jobs for the printer. For each printer you have installed or to which you are connected, you can see such information as how many documents are waiting to be printed, who owns them, and how large they are.

Printers and Faxes

The folder in Control Panel that contains the Add Printer Wizard and icons for all the printers installed on your computer.

private network

A cluster network that supports only node-to-node communication.

program

A complete, self-contained set of computer instructions that you use to perform a specific task, such as word processing, accounting, or data management. Program is also called application.

protocol

A set of rules and conventions for sending information over a network. These rules govern the content, format, timing, sequencing, and error control of messages exchanged among network devices.

public network

A cluster network that supports client-to-cluster communication (either with or without supporting node-to-node communication).

query

For Indexing Service, a structured statement that specifies the documents you want to find. The simplest query is a single word.

random access memory (RAM)

Memory that can be read from or written to by a computer or other devices. Information stored in RAM is lost when the computer is turned off.

read-only memory (ROM)

A semiconductor circuit that contains information that cannot be modified.

Recycle Bin

The place in which Windows stores deleted files. You can retrieve files you deleted in error, or you can empty the Recycle Bin to create more disk space.

refresh

To update displayed information with current data.

refresh interval

An interval of time used by secondary masters of a zone to determine how often to check if their zone data needs to be refreshed. When the refresh interval expires, the secondary master checks with its source for the zone to see if its zone data is still current or if it needs to be updated using a zone transfer. This interval is set in the SOA (start-of-authority) resource record for each zone.

refresh rate

The frequency with which the video screen is retraced to prevent the image from flickering. The entire image area of most monitors is refreshed approximately 60 times per second.

registry

A database repository for information about a computer's configuration. The registry contains information that Windows continually references during operation, such as:

- Profiles for each user.
- The programs installed on the computer and the types of documents each can create.
- Property settings for folders and program icons.
- What hardware exists on the system.
- Which ports are being used.

The registry is organized hierarchically as a tree and is made up of keys and their subkeys, hives, and value entries.

Removable Storage

A service used for managing removable media (such as tapes and discs) and storage devices (libraries). Removable Storage allows applications to access and share the same media resources.

right-click

To position the mouse over an object, and then press and release the secondary (right) mouse button. Right-clicking opens a shortcut menu that contains useful commands, which change depending on where you click.

ROM

An acronym for Read-Only Memory, a semiconductor circuit into which code or data is permanently installed by the manufacturing process. ROM contains instructions or data that can be read but not modified.

screen resolution

The setting that determines the amount of information that appears on your screen, measured in pixels. Low resolution, such as 640 x 480, makes items on the screen appear large, although the screen area is small. High resolution, such as 1024 x 768, makes the overall screen area large, although individual items appear small.

screen saver

A moving picture or pattern that appears on your screen when you have not used the mouse or keyboard for a specified period of time.

secondary mouse button

The button that you use to display shortcut menus or other program-specific features. The secondary mouse button is the right button on most mice and trackball devices, and the upper button on other trackball devices, but you can switch the function of the buttons in the Mouse Control Panel.

serial port

An interface on the computer that allows asynchronous transmission of data characters one bit at a time. Also called a communication or COM port.

server

In general, a computer that provides shared resources to network users.

shared folder

A folder on another computer that has been made available for other people to use on the network.

shortcut

A link to any item accessible on your computer or on a network, such as a program, file, folder, disk drive, Web page, printer, or another computer. You can put shortcuts in various areas, such as on the desktop, on the Start menu, or in specific folders.

speech recognition

The ability to interpret spoken words and convert them into computer-readable text. Speech recognition programs allow you to enter text by speaking into a microphone, rather than using a keyboard.

spooling

A process on a server in which print documents are stored on a disk until a printer is ready to process them. A spooler accepts each document from each client, stores it, then sends it to a printer when the printer is ready.

standby

A state in which your computer consumes less power when it is idle, but remains available for immediate use. While your computer is on standby, information in computer memory is not saved on your hard disk. If there is an interruption in power, the information in memory is lost.

startup environment

In dual-boot or multiple-boot systems, the configuration settings that specify which system to start and how each system should be started.

status bar

A line of information related to the current program. The status bar is usually located at the bottom of a window. Not all windows have a status bar.

StickyKeys

A keyboard feature that enables you to press a modifier key (CTRL, ALT, or SHIFT), or the Windows logo key, and have it remain active until a non-modifier key is pressed. This is useful for people who have difficulty pressing two keys simultaneously.

Stop error

A serious error that affects the operating system and that could place data at risk. The operating system generates an obvious message, a screen with the Stop error, rather than continuing on and possibly corrupting data. Stop error is also called a fatal system error.

string

A group of characters or character bytes handled as a single entity. Computer programs use strings to store and transmit data and commands. Most programming languages consider strings (such as 2674:gstmn) as distinct from numeric values (such as 470924).

system disk

A disk that contains the MS-DOS system files necessary to start MS-DOS.

system files

Files used by Windows to load, configure, and run the operating system. Generally, system files must never be deleted or moved.

System menu

A menu that contains commands you can use to manipulate a window or close a program. You click the program icon at the left of the title bar to open the System menu.

taskbar

The bar that contains the Start button and appears by default at the bottom of the desktop. You can click the taskbar buttons to switch between programs. You can also hide the taskbar, move it to the sides or top of the desktop, and customize it in other ways.

taskbar button

A button that appears on the taskbar and corresponds to a running application.

TCP

Transmission Control Protocol.

text box

In a dialog box, a box in which you type information needed to carry out a command. The text box may be blank or may contain text when the dialog box opens.

thumbnail

A miniature version of an image that is often used for quick browsing through multiple images.

title bar

The horizontal bar at the top of a window that contains the name of the window. On many windows, the title bar also contains the program icon, the Maximize, Minimize, and Close buttons, and the optional ? button for context-sensitive Help. To display a menu with commands such as Restore and Move, right-click the title bar.

toolbar

In a program in a graphical user interface, a row, column, or block of on-screen buttons or icons. When clicked, these buttons or icons activate certain functions, or tasks, of the program. For example, the toolbar in Microsoft Word contains buttons for, among other actions, changing text to italic or boldface, and for saving or opening a document. Users can often customize toolbars and move them around on the screen.

topology

In Windows, the relationships among a set of network components. In the context of Active Directory replication, topology refers to the set of connections that domain controllers use to replicate information among themselves.

transaction

For Message Queuing, the pairing of two or more actions that are performed together as a single action; the action succeeds or fails as a whole. Using Microsoft Distributed Transaction Coordinator (MS DTC) ensures that either both actions succeed or neither is executed.

Transmission Control Protocol/Internet Protocol (TCP/IP)

A set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.

tree view

A hierarchical representation of the folders, files, disk drives, and other resources connected to a computer or network. For example, Windows Explorer uses a tree view to display the resources that are attached to a computer or a network.

TrueType fonts

Fonts that are scalable and sometimes generated as bitmaps or soft fonts, depending on the capabilities of your printer. TrueType fonts are device-independent fonts that are stored as outlines. They can be sized to any height, and they can be printed exactly as they appear on the screen.

Uniform Resource Locator (URL)

An address that uniquely identifies a location on the Internet. A URL for a World Wide Web site is preceded with `http://`, as in the fictitious URL `http://www.example.microsoft.com/`. A URL can contain more detail, such as the name of a page of hypertext, usually identified by the file name extension `.html` or `.htm`.

uninstall

When referring to software, the act of removing program files and folders from your hard disk and removing related data from your registry so the software is no longer available.

When referring to a device, the act of removing the corresponding device drivers from your hard disk and physically removing the device from your computer.

uninterruptible power supply (UPS)

A device connected between a computer and a power source to ensure that electrical flow is not interrupted. UPS devices use batteries to keep the computer running for a period of time after a power failure. UPS devices usually provide protection against power surges and brownouts as well.

universal serial bus (USB)

An external bus that supports Plug and Play installation. Using USB, you can connect and disconnect devices without shutting down or restarting your computer. You can use a single USB port to connect up to 127 peripheral devices, including speakers, telephones, CD-ROM drives, joysticks, tape drives, keyboards, scanners, and cameras. A USB port is usually located on the back of your computer near the serial port or parallel port.

UPS service

A service that manages an uninterruptible power supply (UPS) connected to a computer.

USB port

An interface on the computer that enables you to connect a Universal Serial Bus (USB) device. USB is an external bus standard that enables data transfer rates of 12 Mbps (12 million bits per second). USB ports support a plug that is approximately 7 mm x 1 mm.

user

A person who uses a computer. If the computer is connected to a network, a user can access the programs and files on the computer, as well as programs and files located on the network (depending on account restrictions determined by the network administrator).

user account

A record that consists of all the information that defines a user to Windows. This includes the user name and password required for the user to log on, the groups in which the user account has membership, and the rights and permissions the user has for using the computer and network, and accessing their resources. For Windows XP Professional and member servers, user accounts are managed with Local Users and Groups. For Windows Server domain controllers, user accounts are managed with Microsoft Active Directory Users and Computers.

user name

A unique name identifying a user account to Windows. An account's user name must be unique among the other group names and user names within its own domain or workgroup.

user password

The password stored in each user's account. Each user generally has a unique user password and must type that password when logging on or accessing a server.

user profile

A file that contains configuration information for a specific user, such as desktop settings, persistent network connections, and application settings. Each user's preferences are saved to a user profile that Windows uses to configure the desktop each time a user logs on.

user rights

Tasks that a user is permitted to perform on a computer system or domain. There are two types of user rights: privileges and logon rights. An example of a privilege is the right to shut down the system. An example of a logon right is the right to log on to a computer locally. Both types are assigned by administrators to individual users or groups as part of the security settings for the computer.

Users

A special group that contains all users who have user permissions on the server. When a Macintosh user assigns permissions to everyone, those permissions are given to the group's users and guests.

vector

For Indexing Service, an ordered series of words or numbers used in a query. For example, a single document can have (Scott Cooper; Don Hall; Amy Egert) as a vector of coauthors.

vector font

A font rendered from a mathematical model, in which each character is defined as a set of lines drawn between points. Vector fonts can be cleanly scaled to any size or aspect ratio.

virus

A program that attempts to spread from computer to computer and either cause damage (by erasing or corrupting data) or annoy users (by printing messages or altering what is displayed on the screen).

volume

An area of storage on a hard disk. A volume is formatted by using a file system, such as FAT or NTFS, and has a drive letter assigned to it. You can view the contents of a volume by clicking its icon in Windows Explorer or in My Computer. A single hard disk can have multiple volumes, and volumes can also span multiple disks.

Web server

A computer that is maintained by a system administrator or Internet service provider (ISP) and that responds to requests from a user's browser.

wide area network (WAN)

A communications network connecting geographically separated computers, printers, and other devices. A WAN allows any connected device to interact with any other on the network.

wildcard character

A keyboard character that can be used to represent one or many characters when conducting a query. The question mark (?) represents a single character, and the asterisk (*) represents one or more characters.

wildcarding

In DNS, the supported use of wildcard characters such as the asterisk (*) in domain names for DNS queries that resolve to multiple names. When wildcarding is used, DNS servers must support resolving name queries that use wildcard characters, and resolvers must be able to parse multiple records from any resource record sets (RRsets) issued in wildcard query responses.

window

A portion of the screen where programs and processes can be run. You can open several windows at the same time. For example, you can open your e-mail in one window, work on a budget in a spreadsheet in another, download pictures from your digital camera in another window, and order your weekly groceries on the Web in another window. Windows can be closed, resized, moved, minimized to a button on the taskbar, or maximized to take up the whole screen.

World Wide Web

A system for exploring the Internet by using hyperlinks. When you use a Web browser, the Web appears as a collection of text, pictures, sounds, and digital movies.

writable CD

Recordable compact disc (CD-R) or rewritable compact disc (CD-RW). Data can be copied to the CD on more than one occasion. Rewritable compact discs can also be erased.

Byte – binary term

8 bits = Byte
1,000,000 bits = Gb (Gigabit)
8,796,093,022,208 bits = TB (Terrabyte)
9,007,199,254,740,992 bits = PB (Pettabyte)
9,223,372,036,854,775,808 bits = EB (Exabyte)
9,444,732,965,739,290,427,392 bits = ZB (Zettabyte)
9,671,406,556,917,033,397,649,408 bits = YB (Yottabyte)

1,024 bytes = KB (Kilobyte)
1,048,576 bytes = MB (Megabyte)
1,073,741,824 bytes = GB (Gigabyte)
1,099,511,627,776 bytes = TB (Terrabyte)
1,125,899,906,842,624 bytes = PB (Pettabyte)
1,152,921,504,606,846,976 bytes = EB (Exabyte)
1,180,591,620,717,411,303,424 bytes = ZB (Zettabyte)
1,208,925,819,614,629,174,706,176 bytes = YB (Yottabyte)

8,388,608 kilobytes = TB (Terrabyte)
1,099,511,627,776 kilobytes = PB (Pettabyte)
1,125,899,906,842,624 kilobytes = EB (Exabyte)
1,152,921,504,606,846,976 kilobytes = ZB (Zettabyte)
1,180,591,620,717,411,303,424 kilobytes = YB (Yottabyte)

1,048,576 megabytes = TB (Terrabyte)
1,073,741,824 megabytes = PB (Pettabyte)
1,125,899,906,842,624 megabytes = ZB (Zettabyte)
1,152,921,504,606,846,976 megabytes = YB (Yottabyte)

1024 gigabits = TB (Terrabyte)

1,048,576 gigabytes = PB (Pettabyte)
1,073,741,824 gigabytes = EB (Exabyte)
1,099,511,627,776 gigabytes = ZB (Zettabyte)
1,125,899,906,842,624 gigabytes = YB (Yottabyte)

1024 terrabytes = PB (Pettabyte)
1,048,576 terrabytes = EB (Exabyte)
1,073,741,824 terrabytes = ZB (Zettabyte)
1,099,511,627,776 terrabytes = YB (Yottabyte)

1024 pettabytes = EB (Exabyte)
1,048,576 pettabytes = ZB (Zettabyte)
1,073,741,824 pettabytes = YB (Yottabyte)

1024 exabytes = ZB (Zettabyte)
1,048,576 exabytes = YB (Yottabyte)

1024 zettabytes = YB (Yottabyte)

IT Principles
Multiple Choice Questions (Answer section)

Which of the following is used to enter text into a word processing programme?

- a) **Scanner**
- b) Plotter
- c) Touch Screen
- d) Mouse

Which database type is capable of handling text?

- a) Real
- b) Integer
- c) Currency
- d) **String**

Spreadsheet formula can perform –

- a) **Operations on text**
- b) Text enhancement
- c) Font changes
- d) File Management

Which file type is used by Vector based drawing applications?

- a) BMP
- b) **WMF**
- c) TIF
- d) GIF

Integrated software easily moves between different –

- a) **Applications**
- b) Different computers
- c) Different storage media
- d) Different workstations

If a business purchases 2 copies of Application Software package that is protected by Copyright legally; they can –

- a) Install as many copies as they like
- b) Make copies and give away
- c) **Install 2 copies**
- d) Make copies and sell them

The term Overwrite refers to –

- a) **Replacing a file with new data**
- b) Copy a file to a floppy disk
- c) Saving a new file onto a blank disk
- d) Deleting a file from the hard disk

The main purpose of mail merge is –

- a) **One letter personalised to several people**
- b) Multiple letters to several people
- c) Multiple letters to multiple addresses
- d) Several letters to the same address

Which 2 are needed to make up dial up connection?

- a) **Modem**
- b) Network card
- c) Browser
- d) **Dialler software**

Which application is used to open and use Rich Text Format (RTF)?

- a) **Basic text editor**
- b) Databases
- c) Graphics
- d) Operating system

A disk that has “write protection” –

- a) Can be written to
- b) Overwritten
- c) Not readable
- d) Cannot be written to**

Which method is best for protecting data over the network?

- a) Encryption software**
- b) Password protection

Which password provides the least protection?

- a) One day time intervals
- b) Indefinite intervals
- c) Random intervals
- d) Fixed intervals**

RSI is caused by (Repetitive Strain Injury) –

- a) Not using a wrist rest
- b) Badly adjusted VDU
- c) Pressing the same keys over a period of time
- d) Repeatedly using the same muscles to perform the same action**

Which of the following is a non-essential item on a standard chair for a computer Workstation?

- a) Arm rests**
- b) Adjustable back
- c) Five feet
- d) Height adjustable seat

Which is a potential hazard when using a computer?

- a) Securing cables around walls
- b) Overloading of power points**
- c) Fitting cables into wall mountings
- d) Putting cables under floor ducting

A data type of Integer mainly only contains –

- a) Currency
- b) A whole number**
- c) Text
- d) Logical

Does A1 in a spreadsheet refer to –

- a) Cell reference**
- b) Cell formatting
- c) Column identification
- d) Row and Column identification

The main purpose of database software is to –

- a) Create Vector drawings
- b) Manipulate and Analyse numbers
- c) Sort and search records**
- d) Format text

The term “User Friendly” refers to –

- a) Clipboard
- b) Software
- c) Operating System**
- d) Hardware

Which file type can be opened in Word Processing, but must be edited in another application?

- a) .doc
- b) .txt
- c) .gif**
- d) .wpd

A directory structure is effective because –

- a) Data files can be backed up
- b) Directory name is all in capitals
- c) Programme files are separate from data files**
- d) It makes good use of the large capacity on the hard disk

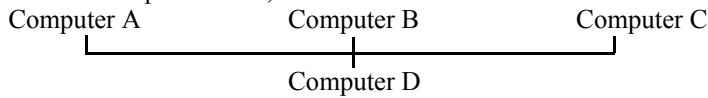
What are the correct set of properties in a field in databases?

- a) Character, Name, Identification
- b) Name, Character, Identification
- c) Name, Type, Length**
- d) Number, Identification, Length

Which of the following provide graphic interface to the Internet?

- a) Browser**
- b) Editor
- c) Animator
- d) Window

What is the relationship of D to A, B and C?



- a) Client / Server**
- b) P2P
- c) ISP
- d) LAN

Which has a capacity greater than 1GB?

- a) CD-ROM
- b) Zip disks
- c) Floppy disks
- d) Internal hard drive**

Which is unable to work in a mail merge?

- a) Spreadsheet
- b) Database
- c) Document
- d) Multimedia**

Which cannot be used for RTF files?

- a) Presentation
- b) Databases
- c) Word Processing
- d) Graphics**

Low refresh rate causes the screen to –

- a) Jump
- b) Distort
- c) Flicker**

Which of the following holds instructions and data for processing?

- a) CPU
- b) Slot
- c) RAM**
- d) Microprocessor

Which of the following is storage technology that uses laser beams?

- a) Optical tape
- b) Magnetic disk
- c) Magnetic tape
- d) Optical disk**

Which of the following is another name for programmes?

- a) **Software**
- b) RAM
- c) Data
- d) Storage

Storage and retrieval of data is a key function of:

- a) Desktop publishing
- b) **Database management**
- c) Graphics
- d) Documentation

Which of the following software prints high quality combined text and graphics?

- a) Spreadsheets
- b) **Desktop publishing**
- c) Word processing
- d) Graphics

Which of the following is a “Computer on a chip”?

- a) RAM
- b) **Microprocessor**
- c) Optical disk
- d) Primary storage

What is the Zebra-Striped identifier on a store product?

- a) Key
- b) Magnetic tape
- c) **Bar code**
- d) Word

Which is one type of secondary storage?

- a) RAM
- b) Mouse
- c) Word reader
- d) **Optical disk**

The computer commits raw data into which format?

- a) Input
- b) Processor
- c) Custom software
- d) **Information**

What is another name for memory?

- a) **Primary storage**
- b) Hard disk
- c) Diskette
- d) Secondary storage

Which one of the following is an input device?

- a) **Scanner**
- b) Printer
- c) Loudspeaker
- d) Plotter

Which one of the following parts of a computer is necessary to enable it to play music?

- a) **Sound card**
- b) CD-ROM
- c) MIDI interface
- d) Serial interface

Which one of the following printers is suitable for printing sprocket fed carbon copies?

- a) Laser
- b) **Dot matrix**
- c) Ink-jet
- d) Drum

Which of the following is twice the size of A4 paper?

- a) A2
- b) A3**
- c) A5
- d) A6

A Spreadsheet is the BEST application for

- a) Handling simple accounts**
- b) Writing a report which includes tables
- c) Producing a grid referenced map
- d) Keeping an inventory of equipment used

To be effective a virus checker should be

- a) Replaced regularly
- b) Never updated
- c) Updated regularly**
- d) Updated once a year

Passwords enable users to

- a) Get into the system quickly
- b) Make efficient use of time
- c) Retain confidentiality of files**
- d) Simplify file structures

Back up of the data files will help to prevent

- a) Loss of confidentiality
- b) Duplication of data
- c) Virus infection
- d) Loss of data**

It is important that fire exits are

- a) Obstructed
- b) Unobstructed**
- c) Unmarked
- d) Hidden

A gigabyte is equal to

- a) 1024 bytes
- b) A million megabytes
- c) A thousand kilobytes
- d) 1024 megabytes**

Which is NOT an output device?

- a) Monitor
- b) Scanner**
- c) Modem
- d) Printer

RAM is

- a) Temporary storage / workspace**
- b) Backup storage
- c) Disk storage
- d) Read Only Memory

The first hard drive is named

- a) A:
- b) B:
- c) C:**
- d) D:

The largest chip on the motherboard is the ...

- A) 80486
- b) 80686
- c) Pentium
- d) CPU**

The part of ROM that controls basic processing of input and output is

- a) RAM
- b) BIOS**
- c) CPU
- d) I-O

Where does the computer store information when it's turned off?

- a) RAM
- b) Monitor
- c) Disks**
- d) Scanner

Which holds data that the user changes in normal operations?

- a) CD-ROM
- b) ROM
- c) RAM**
- d) BIOS

Chips, slots, buses, cards and circuits are housed on the

- a) Box
- b) Computer
- c) Motherboard**
- d) Ports

What does the term bit come from?

- a) Kilobyte
- b) BIOS Input
- c) Megabyte
- d) Binary digit**

How many bits are made to make one character?

- a) 2
- b) 1
- c) 8**
- d) 1024

The term A:\ refers to

- a) A file name
- b) A subdirectory
- c) The root directory**
- d) The hard drive

A package, which can be used for a short period before purchasing is termed

- a) Try and buy
- b) Freeware
- c) Shareware**
- d) Borrow-ware

The MAIN problem associated with leaving screens on is that

- a) The monitor gets hot
- b) The power goes off
- c) An image burns in**
- d) Screen savers can be timed

Protecting files from view by others is BEST achieved by

- a) Copyright
- b) Backup
- c) Read only
- d) Passwords**

Which one of the following is a source of danger in a PC suite?

- a) Unobstructed fire doors
- b) Ducted cables
- c) Fire extinguishers
- d) Trailing cables**

What is the main feature of GUI? **Icons**

An employee identifies a potential hazard, they must always – **Report to supervisor**

Disadvantages of using a screen saver – **Password protected**

Which prohibitive action is used when multi-tasking? **Can't copy**

A file, with an attribute of read only allows – **To read only, not alter**

Potential disadvantage of networking computers together – **Viruses can spread**

Disadvantages to peer-to-peer connection – **Viruses can spread**

Shareware is software that – **Try and buy later**

What does the abbreviation URL stand for? **Uniform Resource Locator**

Touch screen is used to – **Interact with a computer by touching the screen**

The abbreviation LAN stands for – **Local Area Network**

What is the best output device to create a large A1 scale paper based drawing? **Plotters**

Maximum resolutions of a VGA monitor? **640*480 colour**

What has the most effect on the overall speed of a computer? **CPU**

What is the best data source to store permanent archiving data? **CD-RW**

Which environment corrupts data stored on a floppy disk? **Anything magnetic**

What is the capacity of a floppy disk after it has been formatted? **1.44 Mb**

Which software application would you use for performing numerical and statistical calculations? **Spreadsheets**

The usual directory and folder structure on a computer is known as what? **Tree**

After data is input but just before it is processed, where is it held? **Memory**

The Input, Output and Secondary storage devices attached to a computer are called what? **Peripheral equipment**

What is another name for a laptop computer? **Notebook**

What is another name for personal digital assistants? **Pen-based computers**

What is Software called, which help people compare data and spot trends at a glance? **Graphics**

Computers linked together are said to be part of what? **Network**

Software that is easy to use, is said to be, what? **User Friendly**

What is Software, which is created for a specific user, called? **Custom**

The planned Step-by-Step instructions required to turn data into information are called, what? **Software / Programme**

The most powerful computers are called, what? **Super computers**

Which major piece of equipment has the highest residual charge? **Monitor**

What is not a network topology? **Linear**

How many bytes do 4 KB represent? **4096**

What is the best fire extinguisher for IT equipment? **Red with a yellow label / Co2**

How would you prevent eye strain? **Frequent short breaks**

What is system's software? **File management**

1 Mb is approximately...? **1024 bytes**

What does OCR stand for? **Optical Character Recognition**

What is primary storage? **RAM**

What is secondary storage? **Floppy's or CD's (Optical disks)**

Which type of printer is usually used to print high quality line drawings such as building plans? **Plotter**

Automated transactions for the purchase of goods over the Internet is called what? **E-Commerce**

Output which is made up of pictures, sound and video is known as what? **Multimedia**

The speed of a printer can be measured in what? **PPM**

What is the most common Internet protocol? **TCP/IP**

The speed of a PC can be measured in what? **Megahertz**

What is a common shortcut used to switch between programs? **Alt + Tab**

True / False

The processor is also called the Central Processing Unit, or CPU. **T**

Secondary storage units contain the instructions and data to be used immediately by the processor. **F**

Desktop publishing software is used primarily to Store and Retrieve information. **F**

Processed data that is organized, meaningful and useful is called information. **T**

“User-Friendly” refers to a special kind of terminal. **F**

To use a computer, you need to know its internal functions. **F**

PDA's are also called mainframes. **F**

Mainframes are also called notebook computers. **F**

Computers can be classified, smallest to largest, as mainframes, microcomputers or mini computers. **F**

Custom software may be purchased off the shelf. **F**