EXAM MODEL

## **Multiple Choice:**

1. The productivity software category includes all of the following EXCEPT:
	1. word processing.
	2. peripheral device management.
	3. personal information management.
	4. spreadsheet.

**Answer:** B **Difficulty:** Easy

1. All of the following are examples of word processing software EXCEPT:
	1. Microsoft Excel.
	2. Microsoft Word.
	3. Corel WordPerfect.
	4. Writer.

**Answer:** A **Difficulty:** Easy

1. Microsoft Excel and Lotus 1-2-3 are examples of \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. word processing
	2. spreadsheet
	3. database
	4. presentation

**Answer:** B **Difficulty:** Moderate

1. To save an existing file with a new name or to a new location, you should use the \_\_\_\_\_\_\_\_\_\_\_\_ command.
	1. Save
	2. Save and Replace
	3. New File
	4. Save As

**Answer:** D **Difficulty:** Easy

1. In a spreadsheet, the columns and a rows form individual boxes called:
	1. intersects.
	2. addresses.
	3. cells.
	4. worksheets.

**Answer:** C **Difficulty:** Easy

1. The cell address C5 indicates that the cell:
	1. contains a label value of “C5.”
	2. is at row 5, column C of the worksheet.
	3. is at row C, column 5 of the worksheet.
	4. is performing a calculation involving a variable called “C.”

**Answer:** B **Difficulty:** Moderate

1. In a spreadsheet, equations you build yourself using mathematical operators along with values and cell references are called:
	1. formulas.
	2. functions.
	3. calculations.
	4. values.

**Answer:** A **Difficulty:** Moderate

1. AVERAGE is an example of a:
	1. formula.
	2. function.
	3. field.
	4. table.

**Answer:** B **Difficulty:** Moderate

1. Performing a “what-if” analysis is most commonly accomplished using \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. spreadsheet
	2. database
	3. presentation
	4. PIM

**Answer:** A **Difficulty:** Easy

1. All of the following terms are associated with spreadsheet software EXCEPT:
	1. worksheet
	2. cell
	3. formula
	4. virus detection

**Answer:** D **Difficulty:** Easy

1. System software does all of the following EXCEPT:
	1. help run the computer.
	2. coordinate instructions between application software and the computer’s hardware devices.
	3. help manage system resources.
	4. add graphics and pictures to files.

**Answer:** D **Difficulty:** Easy

1. Software refers to a set of instructions that tells the computer what to do. These instruction sets are called:
	1. programs.
	2. databases.
	3. peripherals.
	4. devices.

**Answer:** A **Difficulty:** Easy

1. Microsoft Outlook and Lotus Organizer are examples of \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. presentation
	2. personal information manager (PIM)
	3. database
	4. communication

**Answer:** B **Difficulty:** Moderate

1. Microsoft PowerPoint and Corel Presentations are examples of \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. spreadsheet
	2. presentation
	3. design
	4. database

**Answer:** B **Difficulty:** Easy

1. Microsoft Project is an example of \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. personal financial
	2. customer relationship management (CRM)
	3. project management
	4. personal information manager (PIM)

**Answer:** C **Difficulty:** Moderate

1. Software designed for a specific industry is known as \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. multimedia
	2. general business
	3. project management
	4. vertical market

**Answer:** D **Difficulty:** Moderate

1. QuarkXPress and Adobe In Design are examples of \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. image-editing
	2. word processing
	3. video-editing
	4. desktop publishing

**Answer:** D **Difficulty:** Moderate

1. A table is a collection of related:
	1. files.
	2. worksheets.
	3. data.
	4. records.

**Answer:** D **Difficulty:** Easy

1. \_\_\_\_\_\_\_\_\_\_\_\_ software (sometimes called photo-editing software) allows users to make basic modifications to digital images such as removing red-eye.
	1. Desktop publishing
	2. Image-editing
	3. Word processing
	4. Web page authoring

**Answer:** B **Difficulty:** Easy

1. Computer-aided design (CAD) software can do all of the following EXCEPT:
	1. design and create a Web page.
	2. allow engineers to build virtual models.
	3. allow engineers to create automated designs and model visualizations.
	4. work in conjunction with global positioning (GPS) systems.

**Answer:** A **Difficulty:** Challenging

1. Microsoft Works is an example of a(n):
	1. software suite.
	2. personal information manager.
	3. integrated software application package.
	4. limited software edition.

**Answer:** C **Difficulty:** Challenging

1. Microsoft Office, Corel WordPerfect Office, and Lotus SmartSuite are examples of:
	1. software suites.
	2. open-source products.
	3. freeware products.
	4. personal information management applications.

**Answer:** A **Difficulty:** Easy

1. A good practice, before installing new software, is to make sure your \_\_\_\_\_\_\_\_\_\_\_\_ software is up-to-date.
	1. Web browser
	2. utility
	3. virus protection
	4. control panel

**Answer:** C **Difficulty:** Moderate

1. Which of the following is an example of course management software?
	1. Blackboard
	2. Microsoft Outlook
	3. Encarta
	4. Adobe Acrobat

**Answer:** A **Difficulty:** Easy

1. An example of software that includes electronic checkbook registers and automatic bill payment tools is:
	1. Microsoft Project.
	2. Microsoft Word.
	3. Adobe Acrobat.
	4. Intuit Quicken.

**Answer:** D **Difficulty:** Easy

1. Small business owners who want software to assist in managing accounts payable, accounts receivable, and payroll will likely use which of the following software products?
	1. Intuit QuickBooks
	2. OpenOffice
	3. Microsoft Word
	4. Microsoft Project

**Answer:** A **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ can be used to convert a file created in any application to a PDF file so that anyone can view the file, even if they don’t have the application installed on their computer.
	1. Corel Draw
	2. Adobe Acrobat
	3. WinZip
	4. StarOffice

**Answer:** B **Difficulty:** Moderate

1. If you want software to assist in scheduling and managing the tasks and associated personnel for an assignment, which of the following software products would you use?
	1. Microsoft Project
	2. Microsoft FrontPage
	3. Palo Alto Software’s Business Plan Pro
	4. Microsoft Visio

**Answer:** A **Difficulty:** Moderate

1. Which of the following software products is most appropriate for designing interesting and attractive Web pages?
	1. Microsoft Project
	2. Macromedia Dreamweaver
	3. Windows Media Player
	4. QuarkXPress

**Answer:** B **Difficulty:** Easy

1. Custom software, developed to address the specific needs of a company, is known as \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. developmental
	2. privately owned
	3. copyrighted
	4. proprietary

**Answer:** D **Difficulty:** Moderate

1. In the ESRB ratings, software that is suitable for ages six and older is rated:
	1. E (Everyone).
	2. AO (Adults Only).
	3. T (Teen).
	4. M (Mature).

**Answer:** A **Difficulty:** Easy

1. \_\_\_\_\_\_\_\_\_\_\_\_ software is used to make basic modifications to digital images such as removing red-eye and modifying contrast and sharpness.
	1. Image-editing
	2. Digital audio
	3. Presentation
	4. Digital video

**Answer:** A **Difficulty:** Moderate

1. WAV, WMA, and AIFF are examples of:
	1. encoder programs.
	2. audio editing software.
	3. text file formats.
	4. audio file formats.

**Answer:** D **Difficulty:** Challenging

1. CAD software is most likely to be used by:
	1. Web designers.
	2. engineers.
	3. project managers.
	4. magazine editors.

**Answer:** B **Difficulty:** Moderate

1. Microsoft Movie Maker and Apple iMovie HD are examples of moderately priced \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. Web page authoring
	2. computer-aided design
	3. painting
	4. digital video editing

**Answer:** D **Difficulty:** Moderate

1. A repair for a known software bug, usually available at no charge on the Internet, is called a(n):
	1. version.
	2. patch.
	3. tutorial.
	4. FAQ.

**Answer:** B **Difficulty:** Moderate

1. Copyrighted software that can be used for free is:
	1. shareware.
	2. freeware.
	3. groupware.
	4. e-mail.

**Answer:** B **Difficulty:** Moderate

1. Software that allows a user to test it for an initial trial period at no charge is:
	1. shareware.
	2. groupware.
	3. trialware.
	4. freeware.

**Answer:** A **Difficulty:** Moderate

1. ESRB is a self-regulatory body established in 1994 to:
	1. develop entertainment software.
	2. determine age-appropriate ratings for computer and video entertainment.
	3. block inappropriate Web content from minors.
	4. provide education.

**Answer:** B **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ include(s) many different categories, such as action, puzzles, role-playing, sports, simulation, strategy, and virtual reality.
	1. Computer games
	2. Video-editing software
	3. Image-editing software
	4. Multimedia software

**Answer:** A **Difficulty:** Moderate

1. Programs from the same developer, sold bundled together, that provide better integration and share common features, toolbars, and menus are known as:
	1. software suites.
	2. integrated software packages.
	3. software processing packages.
	4. personal information managers.

**Answer:** A **Difficulty:** Moderate

1. The type of educational software that uses a realistic environment as opposed to illustrated step-by-step instructions is known as:
	1. project management.
	2. tutorial.
	3. simulation training.
	4. course management.

**Answer:** C **Difficulty:** Challenging

1. Forms that provide the basic structure for a particular kind of document are known as:
	1. wizards.
	2. templates.
	3. macros.
	4. patches.

**Answer:** B **Difficulty:** Moderate

1. MapQuest and Yahoo! Maps are examples of \_\_\_\_\_\_\_\_\_\_\_\_ software.
	1. entertainment
	2. educational
	3. multimedia
	4. Web-based application

**Answer:** D **Difficulty:** Moderate

1. A good practice, before installing software on the Windows XP operating system, is to establish a(n) \_\_\_\_\_\_\_\_\_\_\_\_ so that if anything goes wrong during installation you can restore your system back to how it was before you started.
	1. backup
	2. image
	3. restore point
	4. upgrade

**Answer:** C **Difficulty:** Challenging

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_ installation allows you to decide which features you wish installed on the hard drive.
	1. upgrade
	2. custom
	3. full
	4. new

**Answer:** B **Difficulty:** Moderate

1. What is the most common type of compatibility that a software manufacturer will provide for new versions of their software?
	1. Both backward and forward compatibility
	2. Neither backward nor forward compatibility
	3. Backward compatibility but not forward compatibility
	4. Forward compatibility but not backward compatibility

**Answer:** C **Difficulty:** Challenging

1. When installing software, you must accept the \_\_\_\_\_\_\_\_\_\_\_\_ agreement before you can continue with the installation.
	1. software license
	2. Add/Remove Programs
	3. authorization
	4. download

**Answer:** A **Difficulty:** Easy

1. When available, the best way to remove an unwanted software application is to:
	1. use the application’s uninstall program.
	2. change the name of the program.
	3. highlight and delete the program’s desktop icon.
	4. locate the program’s .exe file and delete it.

**Answer:** A **Difficulty:** Moderate

1. To resolve problems with Microsoft products, check the \_\_\_\_\_\_\_\_\_\_\_\_, an online collection of more than 250,000 articles written by Microsoft support professionals.
	1. FAQs
	2. Knowledge Base
	3. integrated help
	4. manual

**Answer:** B **Difficulty:** Easy

## **Fill in the Blank:**

1. System software includes the operating system and \_\_\_\_\_\_\_\_\_\_\_\_, which are programs in the operating system that help manage resources.

**Answer:** utility programs **Difficulty**: Moderate

1. A(n) \_\_\_\_\_\_\_\_\_\_\_\_ in a spreadsheet file is a grid consisting of columns and rows.

**Answer:** worksheet **Difficulty:** Easy

1. **=A12+B12+C12** is an example of a spreadsheet \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** formula **Difficulty:** Moderate

1. Your computer has two basic types of software, system software and \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** application software **Difficulty:** Easy

1. \_\_\_\_\_\_\_\_\_\_\_\_software is the most widely used productivity software application.

**Answer:** Word processing **Difficulty:** Moderate

1. **=AVERAGE(B10:B15)** is an example of a spreadsheet \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** function **Difficulty:** Challenging

1. Corel Paradox and Microsoft Access are examples of \_\_\_\_\_\_\_\_\_\_\_\_software.

**Answer:** database **Difficulty:** Easy

1. In database software, a(n) \_\_\_\_\_\_\_\_\_\_\_\_ is a collection of related fields.

**Answer:** record **Difficulty:** Easy

1. Most productivity software tools provide a(n) \_\_\_\_\_\_\_\_\_\_\_\_ to guide users in a step-by-step manner when performing complicated tasks.

**Answer:** wizard **Difficulty:** Easy

1. \_\_\_\_\_\_\_\_\_\_\_\_ are small programs that group a series of commands to run as a single command.

**Answer:** Macros **Difficulty:** Easy

1. A software \_\_\_\_\_\_\_\_\_\_\_\_ is a group of software programs that have been bundled together as a package.

**Answer:** suite **Difficulty:** Easy

1. \_\_\_\_\_\_\_\_\_\_\_\_is a popular type of audio compression format that reduces the file size of traditional digital audio files and lets you store and play music in less space.

**Answer:** MP3 **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ are programs that convert files to MP3 format.

**Answer:**  Encoders **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ is the file format created with Adobe Acrobat that allows you to share files regardless of their application or platform.

**Answer:** PDF **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ programs such as DeLorme Street Atlas USA are often available in versions for PDAs that work in conjunction with a Global Positioning System (GPS).

**Answer:** Mapping **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ programs are a form of 3-D modeling that engineers use to create automated designs, technical drawings, and model visualizations.

**Answer:** Computer-aided design (CAD) **Difficulty:** Challenging

1. Custom applications that are owned and controlled by the company that uses them are referred to as \_\_\_\_\_\_\_\_\_\_\_\_ software.

**Answer:** proprietary **Difficulty:** Moderate

1. Web conferencing allows users to conference with anyone, anywhere over the \_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** Internet **Difficulty:** Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_ means the documentation is built directly into the software instead of in printed manuals.

**Answer:** Integrated help **Difficulty:** Challenging

1. \_\_\_\_\_\_\_\_\_\_\_\_ application software is a program hosted on a Web site and does not require installation on your computer.

**Answer:** Web-based **Difficulty:** Moderate

1. If you have a problem with a Microsoft product, you can add get help resolving problems by checking the \_\_\_\_\_\_\_\_\_\_\_\_ at **support.microsoft.com**.

**Answer:** Microsoft Knowledge Base **Difficulty:** Challenging

1. \_\_\_\_\_\_\_\_\_\_\_\_ programs are free to use on the condition that any changes you make to improve the source code also must be distributed for free.

**Answer:** Open source **Difficulty:** Challenging

1. Every software program has a set of \_\_\_\_\_\_\_\_\_\_\_\_ that specify the minimum recommended standards to run the software.

**Answer:** system requirements  **Difficulty:** Moderate

1. When installing software, if the wizard does not launch, a user should go to the \_\_\_\_\_\_\_\_\_\_\_\_ icon located in the Control Panel on the Start menu.

**Answer:** Add/Remove Programs  **Difficulty:** Easy

1. Problems or errors in software are often called\_\_\_\_\_\_\_\_\_\_\_\_.

**Answer:** bugs  **Difficulty:** Easy

**True and False**

1. When using spreadsheet software, an equation that you build yourself is known as a function.

**Answer:** False (formula) **Difficulty:** Moderate

1. In a database, a table groups related records.

**Answer:** True **Difficulty:** Easy

1. Word processing software allows you to perform tasks such as sorting, filtering, and organizing data.

**Answer:** False (database software) **Difficulty:** Easy

1. The software that coordinates instructions between application software and hardware devices is called application software.

**Answer:** False (system software) **Difficulty:** Moderate

1. Macros are forms included in many productivity applications that provide the basic structure for a particular kind of document, spreadsheet, or presentation.

**Answer:** False (Templates) **Difficulty:** Challenging

1. You should check periodically for any software updates or service packs for applications you are using to ensure that the software is up to date.

**Answer:** True **Difficulty:** Easy

1. Media management programs are entertainment applications that turn artificial environments into a realistic experience.

**Answer:** False (virtual reality) **Difficulty:** Challenging

1. WebCT and Blackboard are examples of course management software for online classes.

**Answer:** True **Difficulty:** Moderate

1. If you use shareware software after the initial trial period is over without paying for it, you will not be breaking the software license agreement.

**Answer:** False **Difficulty:** Moderate

1. A full installation allows you to choose which features you want installed on your hard drive.

**Answer:** False (custom) **Difficulty:** Moderate

1. Software piracy is copying an application onto more than one computer if the license agreement does not permit this.

**Answer:** True **Difficulty:** Easy

1. When the newest version of software can open files created by older versions of the software it is said to be forward-compatible.

**Answer:** False (backward-compatible) **Difficulty:** Moderate

1. If a software product does not have an uninstall program, simply delete the main file.

**Answer:** False (Add/Remove Programs) **Difficulty:** Moderate

1. Some software developers offer postcardware versions of their software, free of charge, before it is released on the retail market, hoping that users will report bugs.

**Answer:** False (beta) **Difficulty:** Challenging

1. Some software manufacturers offer software at discounted prices to students and educators.

**Answer:** True **Difficulty:** Easy

## **Matching:**

1. Match the following terms with their meanings:

 I. macro A. prerelease version of commercial software

 II. beta B. commercial software available for use for a limited or trial time

 III. suite C. automated sequence of commands in productivity software tool

 IV. freeware D. package containing multiple commercial software products

 V. shareware E. commercial software available at no charge

**Answer:** C, A, D, E, B **Difficulty:** Moderate

1. Match the following terms with their meanings:

 I. HTML A. form providing basic structure of a document

 II. table B. detailed help articles provided at software vendors’ Web sites

 III. FAQs C. collection of records in a database

 IV. template D. code used to create Web pages

 V. knowledge base E. frequently asked questions

**Answer:** D, C, E, A, B **Difficulty:** Challenging

1. Match the following terms with their meanings:

 I. “what-if” analysis A. numeric data either typed in directly or entered by the program as a result of a calculation

 II. worksheet B. preprogrammed formulas

 III. chart C. a grid consisting of rows and columns

 IV. functions D. quickly test different assumptions in the same analysis

 V. values E. numbers shown in a graphical format

**Answer:** D, C, E, B, A **Difficulty:** Moderate

1. Match the following database terms with their meanings:

 I. database A. a collection of related fields

 II. field B. a data category

 III. table C. a complex electronic filing system

 IV. record D. a collection of related records

 V. group, sort, and retrieve data E. functions included in a database

**Answer:** C, B, D, A, E **Difficulty:** Moderate

1. Match the following software categories with their function:

 I. database A. users can create dynamic slide shows

 II. spreadsheet B. this category includes games and virtual reality

 III. presentation C. this category provides traditional classroom tools for online courses

 IV. entertainment D. this type of software organizes data into fields, records, and tables

 V. course management E. enables users to do calculations and numerical analyses easily

**Answer:** D, E, A, B, C **Difficulty:** Moderate

1. Match the following software categories with their function:

 I. educational A. allows you to create two-dimensional, line-based drawings

 II. drawing B. software designed for a specific industry

 III. Web page authoring C. enables users to design interactive Web pages

 IV. accounting D. includes tutorials and simulation training

 V. vertical market E. enables business owners manage their finances

**Answer:** D, A, C, E, B **Difficulty:** Easy

1. Match the following terms with their meanings:

 I. encoder A. program that converts files to MP3 format

 II. MP3 recording B. copying CDs and encoding them to MP3 format

 III. decoder C. recording MP3 files onto a CD

 IV. MP3 burning D. program that converts MP3 files to another audio format such as WAV

 V. ripping E. recording directly from streaming audio or microphone to MP3 format

**Answer:** A, E, D, C, B **Difficulty:** Easy

1. Match the following software categories with their function:

 I. computer-aided design A. using 3-D design modeling, it is used to create automated designs and technical drawings

 II. Web-based application B. allows users to incorporate and arrange graphics and text to design books and other complex publications

 III. desktop publishing C. software that allows you to organize audio and video files so that you can sort, filter, and search your collection

 IV. project management D. helps track project tasks and coordinate personnel resources

 V. media management E. programs hosted on a Web site not requiring installation on the local computer

**Answer:** A, E, B, D, C  **Difficulty:** Moderate

1. Match the following terms with their meanings:

 I. wizard A. minimum recommended standards to run a software program

 II. integrated software B. single program that incorporates common tools of many applications

 III. software suite C. step-by-step guide that walks the user through a complicated task

 IV. edutainment D. a group of application programs bundled together as a package

 V. system requirements E. an application that combines education with entertainment

**Answer:** C, B, D, E, A **Difficulty:** Moderate

1. Match the following acronyms with their meanings:

 I. GPS A. a type of audio file

 II. PDA B. aids in navigation

 III. WAV C. a rating system for computer and video games

 IV. ESRB D. software category used to create technical drawings

 V. CAD E. hand-held device

**Answer:** B, E, A, C, D **Difficulty:** Easy