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English language tests: Information Technology

22 multiple choice tests
with answers

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At the Computer

Please choose the most appropriate answer for each sentence.

Q1 Without the right software I'm afraid you can't ..... that particular program.

A reach B access C obtain D find

Q2 The aim of the office manager is to ..... enough room on the building plans so that each employee can have space for a personal computer.

A arrange B accord C allocate D organize

Q3 Remember that before you leave your workstation, always ..... your computer.

A shut out B shut up C shut in D shut down

Q4 It's quite easy if you want to find folders and files on the computer, all you do is click here and it immediately starts .....

A seeking B searching C looking D checking

Q5 I have tried and tried again and again and no matter what I do it still shows "error" - I just can't ..... what's wrong.

A look out B check out C figure out D bring out

Q6 I spent hours writing that report and checking all the information was correct and then without thinking I pressed the ..... button.

A 'destroy' B 'delete' C 'deface' D 'deny'

Q7 It's a really clever piece of software because it enables you to ..... on your screen all the information in columns.

A illustrate B depict C display D delineate

Q8 Unfortunately this program is not ..... with the operating system on my computer.

A amicable B compatible C adaptable D amenable

Q9 When you see that particular symbol on the screen, you have to take that as a ..... that something is wrong.

A indicating B checking C briefing D warning

Q10 With this program you can always check your spelling and grammar and if you don't want to accept what it shows, you simply press .....

A 'ignore' B 'quit' C 'leave' D 'forget'

Basic Electronics

Please choose the most appropriate answer for each sentence.

Q1 Electronics is the study and utilization of systems that function by guiding electron flow in ..... such as semiconductors.

A contrivances B devices C pieces D servers

Q2 Designing and building electronic circuits to solve ..... problems is the mandate of electronics engineering.

A parallel B practical C partial D production

Q3 Research into innovative semiconductor technology and applications is considered a ..... of physics.

A branch B responsibility C segment D subsidiary

Q4 Electronic circuits are mainly used to control, process and distribute information, and for the ..... and distribution of electric power.

A commutation B contamination C conversation D conversion

Q5 These two purposes rely on the creation and detection of electromagnetic ..... and electrical currents.

A fields B floors C grounds D surfaces

Q6 The rapid modern advancement of electronics began in ..... with the introduction of the radio.

A earnest B enthusiasm C secret D sincerity

Q7 There are three divisions to an electronics system, an example of which is a television .....

A box B case C kit D set

Q8 First, the input is a broadcast signal either received by its antenna or ..... in through a cable.

A cued B fed C led D sped

Q9 Second, processing circuits inside the TV ..... the brightness, colour and audio data from this signal.

A contract B detract C extract D retract

Q10 Third and last, its output apparatus, a cathode ray tube, changes the electronic signals into a ..... image on its screen.

A vague B valuable C viable D visible

Cellular Telephones

Please choose the most appropriate answer for each sentence.

Q1 All ..... the world, cellular telephones are being used more and more.

A about B around C in D past

Q2 Cell phones are hand- ..... devices; they are also called wireless or mobile phones.

A carried B crafted C held D made

Q3 Cell phones are ..... with users because they are small, light and easily transported.

A common B famous C popular D well-liked

Q4 Cellular telephones are actually little different than two- ..... radios.

A channel B party C path D way

Q5 A caller speaks into a cell phone, and it picks ..... his or her voice, transforming the sound into radio waves.

A at B out C over D up

Q6 Then these radio waves are transmitted through the atmosphere until they meet a ..... base station.

A near B nearby C nearly D neighborhood

Q7 The station sends your phone call ..... the standard telephone network, where it eventually reaches the receiver.

A among B around C at D through

Q8 Cell phones provide a vast array of ..... these days, and new ones are being added all the time.

A buttons B customers C duties D functions

Q9 When someone calls you, your cell phone receiver ..... radio waves sent out by the base station.

A collects B detects C elects D selects

Q10 Inside your cell phone, these waves are converted ..... into the sound of the caller's voice.

A back B backward C forth D forward

Computers 1

Please choose the most appropriate answer for each sentence.

Q1 My computer is not capable of saving material on a separate ..... because it has no floppy drive.

A space B compact C disc D place

Q2 I understand that I can make it possible for both my computers to share the same programs by means of .....

A joining B connecting C linking D networking

Q3 I had only had my computer for three weeks when I had to have the hard drive .....

A replaced B restored C retaken D revived

Q4 Laptop computers are becoming more and more ..... in the business world.

A famous B popular C sought D wished

Q5 You have to have a really ..... mind in order to get your head round some of today's computing technology.

A acute B cut C razor D sharp

Q6 The great advantage of having an external zip drive is that you can use it as an extra means of .....

A hoarding B keeping C holding D storage

Q7 They tried very hard to install the new components on the computer but the language in the manual was too ..... for them to understand.

A technical B technique C technician D technically

Q8 When you look at the modern office today you could compare the changes with those that took place in the industrial ..... in the 19th century.

A revolt B revolution C revolting D revolving

Q9 In order to ..... the method by which staff pay is calculated the company has bought a new software package.

A facile B facility C factual D facilitate

Q10 Obviously a computer can take all the hard work out of ..... a large mass of data.

A proceeding B procedure C processing D processes

Cyber-criminals and Cyber-crime

Please choose the most appropriate answer for each sentence.

Q1 For the past several years we have seen a big change in cyber-crime; although the ..... number of crimes has risen considerably substantially, that is not the complete story.

A sharp B sheer C stark D straight

Q2 Just increasing the quantities of manpower and money that a company throws ..... this problem is no longer sufficient to keep pace with all the changes.

A after B at C to D (none)

Q3 Cyber-criminals, along with the cyber-crimes that they ....., are constantly evolving, and our approaches and methods must also change in order to guard our company from this new wave.

A penetrate B permeate C perpetrate D perpetuate

Q4 Only a few years ago, cyber-criminals were primarily young male nerds doing it as an experiment or just for fun; they were not ..... profit from their efforts but just wanted to impress their girlfriends or peers.

A out for B out to C up for D up to

Q5 They were not trying to cause major disruptions or steal money; changing the company website logo was acceptable, but crashing the entire system and then ..... money to restore it was unthinkable.

A expending B exploiting C extorting D extracting

Q6 In those days, hackers were just earning bragging rights and boosting their egos; the activity was only a ..... or two up the intellectual ladder from train-spotting.

A notch B peg C rung D spoke

Q7 Nowadays, the hackers' primary targets are e-commerce websites and their customer databases, and their operations are so ..... that stolen data is misused within seconds of its being entered by the unwitting victims.

A slack B slick C slippery D sly

Q8 Today, e-commerce's main growth area is in replacing traditional telephone-based or over-the-counter transactions with web-based applications, and of course hackers have ..... onto this.

A latched B legged C lighted D lobbed

Q9 Now at the disposal of cyber-criminals are all the resources of organised crime, which knows that police forces globally are ..... under-resourced for attacking internet fraud.

A wickedly B willfully C woefully D worriedly

Q10 Efforts need to be focused on the building of secure applications that cannot be .....

A accessed B broached C compromised D firewalled

Data Mining

Please choose the most appropriate answer for each sentence.

Q1 Data mining, the extraction of hidden ..... information from large databases, is a powerful new technology with great potential to help companies focus on the most important information in their data warehouses.

A predictive B preventive C proactive D provocative

Q2 Data mining tools estimate future trends and behaviors, allowing businesses to make knowledge-..... decisions.

A driven B laden C loaded D ridden

Q3 The automated, prospective analyses offered by data mining move beyond the analyses of past events provided by ..... tools typical of decision support systems.

A introspective B intuitive C reminiscent D retrospective

Q4 Data mining tools can answer business questions that traditionally were too time-consuming to resolve; they ..... databases for hidden patterns, finding information that experts may miss because it lies outside their expectations.

A scale B scoop C score D scour

Q5 Data mining derives its name from the similarities between searching for valuable business information in a large database - for example, finding linked products in gigabytes of store scanner data - and mining a mountain for a ..... of valuable ore.

A furrow B streak C trough D vein

Q6 Both processes require either ..... through an immense amount of material, or intelligently probing it to find exactly where the value resides.

A paging B sifting C threading D weaving

Q7 Data mining tools sweep through databases and identify previously hidden patterns like ..... data that could represent data entry keying errors.

A anadromous B analogous C anomalous D anonymous

Q8 The technique that is used to perform these feats in data mining is called modeling, and this act of model building is something that people have been doing for a long time, certainly before the ..... of computers or data mining technology.

A access B advent C ascent D avowal

Q9 If someone told you that he had a good model to predict customer usage, the first thing you might try would be to ask him to apply his model to your customer ....., where you already knew the answer.

A base B drive C file D log

Q10 With data mining, the best way to accomplish this is by setting aside some of your data in a ..... to isolate it from the mining process; once the mining is complete, the results can be tested against the isolated data to confirm the model's validity.

A cell
B disk
C folder
D vault

Database Management Systems

Please choose the most appropriate answer for each sentence.

Q1 An organisation uses a computer to store and process information because it hopes for speed, accuracy, efficiency, economy etc. beyond what could be achieved using clerical methods; the objectives of using a DBMS must in ..... be the same although the justifications may be more indirect.

A essence B quality C spirit D substance

Q2 Early computer applications were based on existing clerical methods and stored information was ..... in much the same way as manual files.ed

A parsed B partitioned C petitioned D pigeon-holed

Q3 But the computer's processing speed gave a potential for relating data from different sources to produce valuable management information, provided that some standardisation could be imposed over departmental boundaries: the idea emerged of the ..... database as a central resource.

A individualized B integrated C intercalated D isolated

Q4 Data is captured as close as possible to its point of origin and transmitted to the database, then ..... by anyone within the organisation who requires it.

A exacted B extended C extracted D extruded

Q5 However many ..... have become attached to this idea in practice, it still provides possibly the strongest motivation for the introduction of a DBMS in large organisations.

A codicils B contingencies C postulates D provisos

Q6 A DBMS gives some protection against change by taking care of basic storage and retrieval functions in a standard way, leaving the applications developer to concentrate on specific organisational requirements; changes in one of these areas need not have ..... elsewhere.

A repercussions B resistance C resonance D reverberations

Q7 In general a DBMS is a substantial piece of software, the result of many man-years of effort, but because its development costs are spread over a number of purchasers it can probably provide more facilities than would be economic in ..... product.

A a cut-and-dried B a made-to-measure C an off-the-rack D a one-off

Q8 The points discussed above are probably most relevant to the larger organisation using a DBMS for its administrative functions, the environment in which the idea of databases first originated; in other ..... the convenience of a DBMS may be the primary consideration.

A contents B contests C contexts D contretemps

Q9 The purchaser of a small business computer needs all the software to run it in package form, written so that the minimum of expertise is required to use it, and the same applies to departments (e.g. Research & Development) with special needs which cannot be ..... by a large centralised system.

A fortified B gratified C qualified D satisfied

Q10 When comparing database management systems it is obvious that some are designed in the expectation that professional DP staff will be available to run them, while others are aimed at the total .....

A apprentice
B novice
C recruit
D trainee

Failing in IT

Please choose the most appropriate answer for each sentence.

Q1 Shamus McGillicuddy writes that it's OK to fail: Every year, Hollywood studios release movies that ..... at the box office.

A bomb B dive C plod D squander

Q2 Record companies ..... albums no one wants to play.

A etch B force C press D seal

Q3 The auto industry introduces cars that ..... - remember the Ford Edsel?

A flood B gas C pump D tank

Q4 Businesses in every vertical industry take risks when they .....; when they try something new, they know there's a chance for failure.

A initiate B innovate C realize D renovate

Q5 But in information technology, CIOs rarely feel they have the ..... room to fail.

A breathing B learning C living D standing

Q6 CIOs need to ..... back when their companies expect a 100% success rate, said Tom Halbouty, vice president and CIO of Pioneer Natural Resources.

A draw B hit C pull D push

Q7 When a project fails, put the failure within a context that a company understands; at Pioneer, IT project failures can be compared to the number of wells drilled that came up ..... - plenty!

A cold B dry C empty D flat

Q8 He said if he tries to create a system that creates animated ..... of underwater drilling projects and puts them out on the Web for his worldwide users to use, he has to expect some risk.

A duplications B restorations C stimulations D visualizations

Q9 "No one has done it before, and I'm not sure I'm going to pull it ....." he said.

A off B on C out D over

Q10 John F. Cole, CIO of Kansas City, Mo.-based Midwest Consulting Group Inc., agreed with Halbouty's notion that CIOs must be prepared for the occasional failure; but on the ..... side, Cole said CIOs should also be sure they are communicating the successes.

A B B flip C off D other

Global Information Systems

Please choose the most appropriate answer for each sentence.

Q1 An information system can be defined as a set of interrelated components working together to collect, store, ..., process, and disseminate information for the purpose of facilitating planning, control, coordination, and decision making in businesses and other organisations (Laudon & Laudon, 1993).

A recollect B resort C restore D retrieve

Q2 Therefore, a global information system is an expansion of an information system that operates across geographical and time .....

A aspects B boundaries C factors D limits

Q3 In addition, Palvia et al. have also defined the global information system as "a computerised system which ..... the business strategy of a multinational organisation and deals with components of the international market as a single market and not as individual markets" (Palvia et al., 1992).

A designs B displays C supports D sustains

Q4 In a traditional business information system, the set of interrelated components are usually referred to as hardware, software, data, processes, and people (Shelly, 2001); however, it is necessary to consider a few additional components that are significant to information systems in the global .....

A context B hypertext C pretext D subtext

Q5 Functional architecture ..... all business functions covered in a global information system and defines important concepts and relationships among the components (Treese & Stewart, 1998); it is needed to allow flexibility for the development of the system in the future.

A refines B reviews C specializes D specifies

Q6 In a global environment, computer systems no longer consist of a single large computer servicing an organisation's needs; instead, multiple computers are used to manage and process information, and ideally, the various computers should function and be managed as a single system with the processing distributed ..... the computers.

A across B along C through D within

Q7 The essential components of network architecture are compatible hardware and software; by ..... with the telephone system - for two households to communicate, they must use telephones that operate on the same electrical principles, with the same cabling system (hardware), and speaking the same language (software).

A alignment B analogy C comparison D contrast

Q8 The design of any network architecture is often based upon the OSI (Open Systems Interconnect) seven-layer network model (Day and Zimmermann, 1983) that was ..... by the International Standards Organisation.

A amplified B codified C ratified D signified

Q9 Groupware technology is technology designed to ..... the work of groups; this technology can be applied to communicate, cooperate, coordinate, solve problems,compete, or negotiate.

A ameliorate B delegate C escalate D facilitate

Q10 Although management seems to be a political perspective, the organisation could be in trouble if there is no proper management scheme that oversees the operation of the GIS; global information system management can be seen as the ..... for closing the gaps between the global information system and the global business strategy.

A bridge
B gate
C plank
D thread

Information Security

Please choose the most appropriate answer for each sentence.

Q1 The US Nuclear Regulatory Commission must protect classified and sensitive unclassified non-safeguards information (SUNSI) related to U.S. government programs for the physical protection and safeguarding of nuclear materials or facilities to ensure that such information is protected against unauthorized .....

A disclaimer B disclosure C entrance D exposure

Q2 The lowest level of classified information is Confidential; the ..... higher is Secret, and the highest is Top Secret. Confidential and Secret information will also be either NSI or RD and may be marked C-NSI or S-RD, for example.

A more B next C second D (none)

Q3 Classified information at the NRC is of two types: National Security Information classified by an Executive Order, whose compromise would cause some degree of ..... to national security; and Restricted Data classified by the Atomic Energy Act, whose compromise would assist in the design, manufacture or utilization of nuclear weapons.

A breach B cleft C damage D slippage

Q4 Some classified material at NRC and at the facilities it regulates is classified by other government agencies, and the NRC is not ..... to declassify such information without the permission of the originating agency.

A emboldened B empowered C recommended D restricted

Q5 Access to classified information requires a personnel security clearance (NRC 'Q' or 'L') equal to or higher than the level of information and a .....-to-know.

A have B need C right D want

Q6 Procedures for obtaining an NRC facility security clearance for ..... regulated by the Commission are contained in 10 CFR Part 95; procedures in 10 CFR Part 25 apply to persons who may require access to classified information related to a license or to a certificate, or to an applicant for a license or certificate.

A alliances B allies C enemies D entities

Q7 NRC contractors who require access to classified information are subject to security terms and conditions as specified in ..... commitments.

A conditional B contractual C negotiable D notarized

Q8 Safeguards Information is a special category of sensitive unclassified information authorized by Section 147 of the Atomic Energy Act to be protected; while SGI is considered to be sensitive unclassified information, its handling and protection more closely ..... the handling of classified Confidential information.

A mimic B monitor C recall D resemble

Q9 Sensitive unclassified non-safeguards information (SUNSI) is information that is generally not publicly available and ..... a wide variety of categories (e.g., personnel privacy, attorney-client privilege, confidential source, etc.)

A encapsulates B encompasses C engenders D envelopes

Q10 Information about a licensee's physical protection or material control and accounting program for special nuclear material not otherwise ..... as Safeguards Information or classified as National Security Information or Restricted Data is required by 10 CFR 2.390 to be protected in the same manner as commercial or financial information.

A designated
B designed
C prepared
D presented

IT Project Failures

Please choose the most appropriate answer for each sentence.

Q1 According to M Bronte-Stewart, IT projects have a bad reputation for going over budget and schedule, not ..... expectations and for providing poor return on investment (Clegg et al, 1997; Keil et al, 1998; Fielding, 2002; The Register, 2002; Jaques, 2004).

A performing B producing C raising D realising

Q2 Planning and organising projects, selecting suitable software and hardware, and designing effective websites are important business decisions, yet firms often do not take adequate precautions or advice before making ..... of faith, spending large sums of money on inappropriate, unwanted or badly implemented IT systems.

A acts B bonds C leaps D light

Q3 Many large IT systems contracts are in dispute or have been suspended: a project to replace the British Army, Navy and Air Force inventory systems with a single system was ..... to a halt after 130m had been spent.

A brought B down C led D steered

Q4 The more IT projects are seen to go wrong, the more the public learns to expect problems and delays, the more developers may think that much of their work is likely to be a waste of effort, and the more those holding the ..... strings may view any IT project as a worry and probably a poor return on investment.

A apron B draw C purse D shoe

Q5 IT staff can become ....., lose goodwill and fail to accept or follow the advice of managers: for all these reasons we should be looking for ways to reduce the incidence and effects of failure.

A cynical B ironical C sarcastical D satirical

Q6 The OASIG (1996), a DTI-supported special interest group concerned with the organisational aspects of IT, interviewed a group of leading researchers and consultants who between them had over 900 years of professional work in the field, and were ..... on the experiences of over 14,000 organisations.

A banking B borrowing C drawing D leaning

Q7 The report to the UK's Economic and Social Research Council published the following ..... findings on the eventual outcomes of IT projects: 80% to 90% do not meet their goals, 80% are delivered late and over budget, and 40% fail or are abandoned.

A disgusting B dissenting C distracting D disturbing

Q8 The report went on to suggest some of the main reasons why IT projects seem to fail; one is that the Management agenda is too limited in that most IT investments are technology ..... and the main investment motive is only to cut costs.

A coloured B edged C filled D led

Q9 It is alarming that significant numbers of IT projects still fail to deliver benefits on time, within budget and ..... expectations; a great deal of the 24 billion or so being spent on IT each year in the UK (BCS 2004) is being wasted.

A as B for C to D (none)

Q10 One way to improve this situation is to carry out a risk estimation exercise that gives a standardised ....., so that the process can be discussed and focussed on important characteristics; results can be compared and users can build up an expertise of experience in evaluating projects' potential for success.

A blueprint
B mandate
C paradigm
D template

My computer and me

Please choose the most appropriate answer for each sentence.

Q1 I just don't get on with computers ..... all.

A by B at C in D with

Q2 They always go ..... with me and break down.

A incorrect B false C wrong D inaccurate

Q3 As a result of this I find I have to call ..... experts to come and help me.

A out B over C about D up

Q4 When they come to my house, these experts, they show me what I ..... do.

A should B ought C might D may

Q5 As I watch them, everything becomes very ..... and I understand everything.

A correct B clear C light D lighted

Q6 The trouble is that as soon as they leave, I tend to ..... everything they have told me.

A ignore B erase C forget D deny

Q7 The best piece of ..... someone gave me when the computer doesn't work was to turn the computer off, have a cup of coffee and then turn it on again.

A counsel B council C recommendation D advice

Q8 The first time I ..... this, everything was fine for five minutes and then it stopped working again.

A tried B endeavoured C experimented D experienced

Q9 I have now bought a new computer which is perfect because it's very small and so doesn't take up much .....

A area B position C room D place

Q10 It looks very smart and modern but I do have one ..... problem and that's because I don't know how to switch it on.

A spacious B major C size D significant

Object-Oriented Programming Languages

Please choose the most appropriate answer for each sentence.

Q1 Many modern programming languages depend largely or exclusively on the concept of objects: a close ..... binding of data to the operations that can be performed upon that data.

A automatic B enigmatic C pragmatic D syntactic

Q2 In these Object-Oriented languages - C++, C#, Java, Eiffel, Smalltalk, Visual Basic.NET, Perl, and many others programmers create classes, each of which defines the behavior and structure of a number of similar objects; then they write code that creates and ..... objects that are instances of those classes.

A articulates B eradicates C generates D manipulates

Q3 One reason why objects are a powerful programming technique - the reason most often ..... in the early literature on Object-Oriented Programming - is that programmatic objects map naturally to real world objects.

A flouted B routed C scouted D touted

Q4 This mapping between objects in the real world and more ..... code objects encourages programmers to think in the problem domain, rather than in computer science terms.

A abstract B abstruse C oblique D obtuse

Q5 This benefit has perhaps been overstated, however; unless you're building a simulator of a real-world process, such ..... 'real-world' objects form just the surface of your system.

A profligate B spectral C surrogate D virtual

Q6 The complexity of your design lies underneath that surface, in code that reflects business rules, resource allocation, algorithms, and other computer science concerns; if you only use objects to reflect the real world, you ..... yourself with a lot of work.

A bilk B fool C leave D set

Q7 Coupling refers to the ways in which and degrees to which one part of the system relies on the details of another part: the tighter the coupling, the more changes in one part of the system will ..... throughout the system, while with loose coupling, the interfaces between subsystems are well defined and restricted.

A leak B ripple C seep D wander

Q8 ..... refers to the degree in which elements within a subsystem form a single, unified concept, with no excess elements: where it is strong, there is easier comprehension and thus more reliable code.

A Adaptation B Adherence C Cohabitation D Cohesion

Q9 Some Object-Oriented languages are less rigid than others in how much they require you to design around objects, but OO languages certainly support these quality ..... if you take the time to pursue them.

A attributes B contributions C tribulations D tributes

Q10 It seems that every new OO language author ..... the need to distinguish their language by coming up with new terminology.

A feels
B gets
C senses
D urges

Real Life: Telecommunications (1)

Please choose the most appropriate answer for each sentence.

Q1 Prior to ....., only one company offered telephone services in the United States. Now, there are many companies to choose from that offer reasonable telephone service rates.

A disaggregation B disillusionment C deregulation D decoupling

Q2 I got charged a long-distance ..... for a call to a friend three miles away. I tried to fight it but the telephone company said that he is part of a different network and they won't reverse the charges. What a rip-off!

A toll B fee C debenture D credit

Q3 I am getting my phone ..... up at the beginning of next week. Until then, you can call my parents and they will give me the message.

A fixed B jacked C linked D hooked

Q4 AT&T used to have a ..... over the telephone industry until deregulation. One could only get service from them. They are still one of the largest telephone companies but they aren't the only service provider anymore.

A jurisdiction B ownership C monopoly D ruling

Q5 Hi, Operator. I would like to ..... a call to an old army friend of mine who lives in St. Louis. If I give you his name, can you look up his telephone number and connect me to him?

A place B construct C create D link

Q6 I want to go into the ..... field once I am done with school. I want to work with either a telephone company or an internet service provider. The work seems interesting, the pay is good and one can find work in a lot of nice locations.

A teleconferencing B telecommunications C teleporting D telepathy

Q7 Please hold that thought, Karen. I want to hear what you have to say but I have to go ..... my telephone quickly. I am expecting an important call.

A recall B meet C answer D join

Q8 Did you check the answering machine? You did? Were there any ..... for me that I need to respond to tonight?

A novels B transcriptions C statements D messages

Q9 That jerk. When I called the company to explain that they billed us incorrectly, he refused to take the charge off of the bill. When I tried to argue that we never ordered the services that appeared on the bill, he ..... up on me.

A close B shut C clicked D hung

Q10 Bruce? I am sorry to interrupt. I have a call on the other line. Will you please ..... for a moment?

A stay B suspend C break D hold

Real Life: Telecommunications (2)

Please choose the most appropriate answer for each sentence.

Q1 Hi Honey, I am just calling to say I love you quickly and will call back later. I have a ..... call I have to be on in ten minutes. The manager from each division will be a part of it as will the CEO. I've got to go now and prepare for it.

A communal B group C conference D meeting

Q2 You are going to the beach today? I am not sure if I can come. Will you have your ..... phone on while you are out there? I will call you in a few hours on it and let you know if I can meet you there.

A wireless B cell C mobility D land

Q3 Thanks for your cell phone number. Do you have a land ..... as well? If you do, I can get a hold of you or at least leave a message if your phone battery is dead.

A wire B drive C receiver D line

Q4 You tried to call my cell phone earlier? Sorry, I didn't get your call. I was hiking in the woods and my phone didn't get any ..... there.

A reception B waves C operation D digits

Q5 Unfortunately, I don't know the telephone number for my auto mechanic right off hand. I'll give you his name and you'll have to look him up in the ..... pages to get his number.

A yellow B green C red D direct

Q6 I don't have any change either for the pay phone. Why don't you try to give your parents a ..... call? I am sure they will accept the charges. I am sure they will have a jack for your car so we can change the tire.

A collect B credit C owe D reverse

Q7 How many ..... do you get with your cell phone plan? I only get 300 and I usually run out of them within two weeks and then I can't use my cell phone until the new monthly billing period starts.

A calls B hours C minutes D messages

Q8 You don't need change to call this tow-truck. They have a 1-..... number listed in the phone book so you can call them for free.

A 800 B 700 C 900 D 770

Q9 I am glad the tow-truck has a .....-free number available; otherwise, we'd be in trouble. I have no change and no phone card.

A call B toll C money D economy

Q10 I don't have my cell phone anymore; they ..... it off last week since I didn't pay my bill for the last two months. Here is my parents' number. They can get a message to me.

A closed B broke C let D shut

Real Life: The Internet and Websites (1)

Please choose the most appropriate answer for each sentence.

Q1 I was wondering, Mike, which Internet ..... is better if you want to use it to stream video content?" Russell asked. Mike replied, "I use either Google Chrome or Mozilla Firefox. Either works fine for watching shows online."

A mouse B wire C browser D ticker

Q2 "What do you think of the introduction to our company that I added to our website?" Bill asked Tom. Tom replied, "I like the font you chose for it but I think you have to edit the ..... again. I like the word usage in it but you have some English errors to correct."

A painting B content C marker D cursive

Q3 Copyright ..... is a major threat to companies who sell goods on an international level. There are lots of countries that are either unwilling or unable to enforce copyright protection regarding intellectual property. As a result, there are a lot of fake copies sold and misrepresented by groups that are completely separate from the companies that made the original products in the first place.

A infringement B antagonism C privacy D precedence

Q4 Companies that offer email services are doing a much better job of blocking unwanted advertisements from reaching my email account. I used to spend almost an hour a day deleting ..... from my mail box.

A spam B eggs C bacon D brownies

Q5 Would you send that short video to my email again in a different .....? I don't have a program that can read that type of file so I can't open it.

A arrangement B landscape C format D shape

Q6 I can never remember all of my different ..... I have to write them down and that kind of defeats the whole purpose. Companies make it too hard for a person to remember each one since some must have numbers, some have to have special characters in them and some can't have any of those things.

A systems B landmarks C maps D passwords

Q7 Hillary! Your computer had a very dangerous Trojan infection in it! Luckily, we caught this or you might have lost all of your files or could have had your identity taken. Before I leave, I will install an anti - ..... program on your computer and that will protect it from these infections.

A bacteria B virus C insect D spider

Q8 I am glad that I finally switched to online ..... Paying bills is so much faster over the Internet and transferring money between accounts is so easy! I also like being able to check my balance from home.

A switching B wiring C mailing D banking

Q9 Oh, my computer is running so slow right now. It's all these ..... that it constantly needs to get and install. Installing these takes up a lot of my processor power and it's annoying since it takes longer to get my work done. I guess I should be thankful for them since my computer will stay current but it's still irritating.

A announcements B updates C letters D uploads

Q10 I know a lot of people like the older version of the spreadsheet program but I like the new one. It is very user - ..... I didn't have to take a special class to figure out how to use it and I can find the majority of its features while using it and without having to pull out the instruction manual.

A compatible
B nice
C congruent
D friendly

Real Life: The Internet and Websites (2)

Please choose the most appropriate answer for each sentence.

Q1 You currently have all the newest programs. The reason your computer is running so slow is that you have old ..... You may have to buy more physical memory, a new video card, and, perhaps, a bigger hard drive if you want your computer to run faster.

A wires B software C warehouses D hardware

Q2 Our lab has managed to invent some really fast microchips for our computers. Our biggest problem now is that we have to create ..... that can operate with the new speed and make the computers do things that regular, slower models can't.

A hardware B software C cookies D emails

Q3 My friend is a computer ..... He makes new software programs. People with this job sure make a lot of money. I graduated college with a degree in economics. I thought I would start my first job making more money than my friends but this friend makes twenty-thousand dollars a year more than I do.

A builder B coder C fabricator D programmer

Q4 We just got our company ..... up and running. Now people can view and order our products over the Internet, as well as find out about our hours and location.

A website B protocol C code D hardware

Q5 I teach English as a second language over the Internet. Because I use video as well as audio devices, I have to pay for a high-..... Internet connection since I am transmitting a lot of information at one time.

A noise B speed C tinsel D precision

Q6 My friend got a ..... in his system and it destroyed his hard disk drive. Not only did he lose all of his work and personal information, he lost a perfectly good disk drive.

A parakeet B turtle C vampire D worm

Q7 I just ran a cleaning program on my computer. I like that the program frees up more space on my system but I hate how it deletes all the ..... on my computer. Now the bank doesn't recognize my computer and I have to remember the answers to all those security questions.

A cookies B brownies C cakes D candy bars

Q8 I am learning how to design Internet websites. I just learned how to add additional web ..... to the main website. If I keep learning at this pace, I may be able to get a good job creating websites by this time next year.

A pages B chapters C editions D departments

Q9 We just got our business website up and running and we were able to buy the ..... name we wanted. Our website address has our business name it along with.com at the end.

A map B jurisdiction C domain D area

Q10 I think companies that use ..... to track consumer behavior should be liable for damages to people's personal property. The programs that report back to the company about what sites you have been on make your computer run slower. If I pay for a fast computer and your company makes it slower, shouldn't I be paid the difference between the price of a cheaper, slower computer and the one I bought?

A harvesters
B agents
C informers
D spyware

Real Life: The Internet and Websites (3)

Please choose the most appropriate answer for each sentence.

Q1 We just upgraded our Internet from dial-up service to ..... Internet service. This service is much faster and allows me to move my computer anywhere and I'm not tied to the area around the jack.

A cordless B wireless C copper-free D connection-free

Q2 Our phone service runs over our cable-modem. Unlike traditional phone service, ..., which stands for Voice Over Internet Protocol, is cheaper because we don't have to pay for long-distance calls or other features like call-waiting.

A VVIP B VONP C VOIP D ERTL

Q3 "Honey, what is your ..... ID? I need to access your online credit account to pay your bill and I only know your password," Jason said to Kylie.

A login B network C station D cubicle

Q4 Do you check your ..... account everyday? I don't but I need to start doing that. I get messages that need to be answered within an hour or two and I don't end up reading them until several days later.

A data mail B software mail C email D computer

Q5 Are you done with that part of your report yet? I still have to put the group paper together and ..... so it looks nice before we turn it in to the professor. This will take a few hours so I need you to be done with your part by noon.

A brush B macro C format D code

Q6 Now, to open the program on your computer, you need to put the cursor over the program icon and double ..... it.

A punch B pound C clinch D click

Q7 What is the fastest Internet connection one can get around here? Is it DSL, wireless, or ..... internet?

A pulley B chain C wire D cable

Q8 I am looking for a new web-..... company to use for my website. Our old one just went out of business. Do you have a company you can recommend?

A hosting B governing C enabling D grabbing

Q9 I turned in the paperwork necessary to get a ..... for the new program I created. I am guessing it will take about a month so I can be ready to sell the program as soon as my intellectual property is protected.

A copy editor B copyright C copy license D invention

Q10 You may have a computer ..... if your system is running really slow and the computer can't pull up a lot of your information. These things are signs that point to an infection.

A cold B disease C flu D virus

Real Life: The Internet and Websites (4)

Please choose the most appropriate answer for each sentence.

Q1 Downloading refers to the ..... of data from a larger mechanism to a smaller computer like they one you might have at home.

A obliteration B transferring C destruction

Q2 When surfing the Internet, people usually prefer high-..... connections because these types of connections are very fast and are able to download and upload information easily and quickly.

A bandwidth B handy C run

Q3 A ..... is a device that transfers information to and from your personal computer through a cable or telephone line. In North America, Internet connections via cable lines are very fast; however, telephone connections are relatively slow.

A modem B microphone C meter

Q4 E-..... involves buying and selling practices that is performed over the Internet.

A finance B commerce C money

Q5 In the past, people sent letters to others through the mail/postal service. However, since the advent of the Internet, people can now send e-..... to others very quickly. The messages are sent by the click of a button and arrive to the recipient's inbox almost instantly.

A couriers B mails C letters

Q6 One of the first internet connections, and the slowest, when compared to cable or wireless connections, is called .....

A dial-on B dial-in C dial-up

Q7 In order to get to a specific internet site without using an internet search engine, one must know the website's .....

A location B address C destination

Q8 In order to allow multiple computers in the same area access to the same Internet connection, people often use wireless .....

A routers B pathways C maps

Q9 Google is one of the most popular and user-friendly internet search .....

A motors B drivers C engines

Q10 The American government is still wrestling with how to stop people from ..... music from the internet illegally.

A draining B downloading C siphoning

System security

Please choose the most appropriate answer for each sentence.

Q1 Due to a malfunction in the online security system, the database was left open and ..... to attack.

A palpable B negotiable C vulnerable D operable

Q2 The customers' information was hijacked and ..... to a rival company.

A on sold B undersold C oversold D sold

Q3 After the company's data records mysteriously went missing overnight, new password protection programs were .....

A implemented B illustrated C instilled D instigated

Q4 The computer hacker paid his fellow worker ..... money not to speak to anyone about his criminal activities.

A hush B calm C silent D quiet

Q5 By day, the accountant went about his work in a professional manner. No one suspected that at night, he was ..... the books.

A logging B cooking C drawing D overturning

Q6 According to ..... theory, the longer a password is, the more difficult it is to guess. Unfortunately this also makes it more difficult to remember!

A compatible B constructive C convenient D contemporary

Q7 Patents do not protect a product from being duplicated. Many countries simply do not ..... patent laws.

A recognise B regale C neglect D discover

Q8 The PR company hoped that by ..... potential employees to personality profiling tests, they would discover if any candidates were untrustworthy.

A instructing B submitting C demanding D attending

Q9 ..... wisdom holds that one should upload new files only if they have been checked with virus-detection software.

A Concise B Convivial C Conventional D Correctional

Q10 The man's employment ..... were not good. He had a criminal record for credit card fraud.

A prospects B negotiations C applications D negations

Telecommunications (1)

Please choose the most appropriate answer for each sentence.

Q1 A telephone ..... or provider is a company that provides telephone services both local and long-distance to customers.

A install B message C carrier D call

Q2 In the US, there is a lot of ..... in the telecommunication field now so telephone service prices have come down in the past twenty years. Many companies are trying hard to get and keep customers.

A message B competition C number D page

Q3 We pay a monthly service fee and, in our plan, we are able to make an ..... amount of local calls per month. That means that we can call anyone and talk for as long as we want so long as they live in the specified vicinity.

A limited B unlimited C long-distance D installed

Q4 I just moved and I have to get my phone .....-up soon. Luckily, I have my cell phone but the rates are really pricey during the day.

A deregulated B answered C called D hooked

Q5 I need to get a ..... carrier soon. I want to call my parents on a regular basis and I can't call them with my regular, local package because they live on the west coast and we're on the east coast.

A long-distance B message C local D voicemail

Q6 I'm going to get ..... soon so that people can leave me messages on my landline if I'm not home. I hate not knowing who called and, this way, I'll be able to respond to calls left by anyone who chooses to leave me a message.

A cordless B voicemail C cable D fees

Q7 I'm also going to get call-..... thrown into my phone package. That way, if I'm on the phone with someone, I'll hear a sound and know that someone else is trying to reach me. All you have to do is press one button to put the first caller on hold in order to answer the second caller who is trying to get through. Modern conveniences are great.

A mobile B waiting C local D hook-up

Q8 I want to buy a ..... phone so that I can walk around my house and talk on the phone at the same time. I don't like being confined to my desk and the telephone cord is so short.

A monopoly B collect C package D cordless

Q9 I'm in the process of hooking-up my phone service. The telephone company is sending a technician out today to ..... my landline. I can't wait to have a phone again!

A fee B cable C install D hang-up

Q10 Why didn't you ..... me a message? I didn't even know that you called. Please leave a note the next time you call so that I don't miss any urgent matters.

A leave B miss C turn D call

The LS9203 Omni-Directional Presentation Scanner

Please choose the most appropriate answer for each sentence.

Q1 With stiff competition and commodity price constraints, service is your greatest .....: that means fast checkout and stocking what your customers want.

A delineator B determiner C differentiator D discriminator

Q2 Your instincts are good, but it's still a guessing ..... to match your inventory with customers' preferences, because you have no way to precisely track what they're buying.

A game B play C quiz D trick

Q3 Retailers with stores of all sizes are overcoming these challenges by transforming their business processes, abandoning paper-based sales and inventory tracking for electronic data ..... systems.

A cache B capture C content D cover

Q4 While mobile technologies offer new ways to effectively manage inventory and ..... retail operations, complex and expensive systems may not fit the needs of your organization.

A blueline B mainline C skyline D streamline

Q5 Instead, you need a tool that's affordable, reliable, integrates into your .....-of-sale (POS) environment easily and can be used without extensive training.

A place B point C port D post

Q6 Symbol's easy-to-use LS9203 omni-directional scanner speeds checkout and improves sales and inventory management in retail operations where ..... space is limited.

A cashier B control C counter D customer

Q7 Designed to work as both a presentation and handheld scanner, the LS9203 enables your employees to scan bar codes hands-....., as well as bring the scanner to the merchandise to quickly scan several items at once and avoid lifting heavy products.

A free B full C off D on

Q8 With automated scanning, you eliminate pricing errors caused by manual input mistakes, reduce profit-eroding shrinkage and discourage '.....' by requiring a manager's approval before offering special deals for friends and relatives.

A befriending B dreamboating C lovebirding D sweethearting

Q9 With increased ..... into what your customers are buying, you encourage repeat business by providing the products your customers want, when they want them.

A veritability B versatility C viability D visibility

Q10 And the LS9203's small ..... leaves you enough space to set up product displays at the checkout counter, so your customers are able to easily pick up last-minute items.

A footfall B footpad C footprint D footstand

ANSWERS: At the Computer

Q1 Without the right software I'm afraid you can't ..... that particular program.

B access

Q2 The aim of the office manager is to ..... enough room on the building plans so that each employee can have space for a personal computer.

C allocate

Q3 Remember that before you leave your workstation, always ..... your computer.

D shut down

Q4 It's quite easy if you want to find folders and files on the computer, all you do is click here and it immediately starts .....

B searching

Q5 I have tried and tried again and again and no matter what I do it still shows "error" - I just can't ..... what's wrong.

C figure out

Q6 I spent hours writing that report and checking all the information was correct and then without thinking I pressed the ..... button.

B 'delete'

Q7 It's a really clever piece of software because it enables you to ..... on your screen all the information in columns.

C display

Q8 Unfortunately this program is not ..... with the operating system on my computer.

B compatible

Q9 When you see that particular symbol on the screen, you have to take that as a ..... that something is wrong.

D warning

Q10 With this program you can always check your spelling and grammar and if you don't want to accept what it shows, you simply press .....

A 'ignore'

ANSWERS: Basic Electronics

Q1 Electronics is the study and utilization of systems that function by guiding electron flow in ..... such as semiconductors.

B devices

Q2 Designing and building electronic circuits to solve ..... problems is the mandate of electronics engineering.

B practical

Q3 Research into innovative semiconductor technology and applications is considered a ..... of physics.

A branch

Q4 Electronic circuits are mainly used to control, process and distribute information, and for the ..... and distribution of electric power.

D conversion

Q5 These two purposes rely on the creation and detection of electromagnetic ..... and electrical currents.

A fields

Q6 The rapid modern advancement of electronics began in ..... with the introduction of the radio.

A earnest

Q7 There are three divisions to an electronics system, an example of which is a television .....

D set

Q8 First, the input is a broadcast signal either received by its antenna or ..... in through a cable.

B fed

Q9 Second, processing circuits inside the TV ..... the brightness, colour and audio data from this signal.

C extract

Q10 Third and last, its output apparatus, a cathode ray tube, changes the electronic signals into a ..... image on its screen.

D visible

ANSWERS: Cellular Telephones

Q1 All ..... the world, cellular telephones are being used more and more.

B around

Q2 Cell phones are hand- ..... devices; they are also called wireless or mobile phones.

C held

Q3 Cell phones are ..... with users because they are small, light and easily transported.

C popular

Q4 Cellular telephones are actually little different than two- ..... radios.

D way

Q5 A caller speaks into a cell phone, and it picks ..... his or her voice, transforming the sound into radio waves.

D up

Q6 Then these radio waves are transmitted through the atmosphere until they meet a ..... base station.

B nearby

Q7 The station sends your phone call ..... the standard telephone network, where it eventually reaches the receiver.

D through

Q8 Cell phones provide a vast array of ..... these days, and new ones are being added all the time.

D functions

Q9 When someone calls you, your cell phone receiver ..... radio waves sent out by the base station.

B detects

Q10 Inside your cell phone, these waves are converted ..... into the sound of the caller's voice.

A back

ANSWERS: Computers 1

Q1 My computer is not capable of saving material on a separate ..... because it has no floppy drive.

C disc

Q2 I understand that I can make it possible for both my computers to share the same programs by means of .....

D networking

Q3 I had only had my computer for three weeks when I had to have the hard drive .....

A replaced

Q4 Laptop computers are becoming more and more ..... in the business world.

B popular

Q5 You have to have a really ..... mind in order to get your head round some of today's computing technology.

D sharp

Q6 The great advantage of having an external zip drive is that you can use it as an extra means of .....

D storage

Q7 They tried very hard to install the new components on the computer but the language in the manual was too ..... for them to understand.

A technical

Q8 When you look at the modern office today you could compare the changes with those that took place in the industrial ..... in the 19th century.

B revolution

Q9 In order to ..... the method by which staff pay is calculated the company has bought a new software package.

D facilitate

Q10 Obviously a computer can take all the hard work out of ..... a large mass of data.

C processing

ANSWERS: Cyber-criminals and Cyber-crime

Q1 For the past several years we have seen a big change in cyber-crime; although the ..... number of crimes has risen considerably substantially, that is not the complete story.

B sheer

Q2 Just increasing the quantities of manpower and money that a company throws ..... this problem is no longer sufficient to keep pace with all the changes.

B at

Q3 Cyber-criminals, along with the cyber-crimes that they ....., are constantly evolving, and our approaches and methods must also change in order to guard our company from this new wave.

C perpetrate

Q4 Only a few years ago, cyber-criminals were primarily young male nerds doing it as an experiment or just for fun; they were not ..... profit from their efforts but just wanted to impress their girlfriends or peers.

B out to

Q5 They were not trying to cause major disruptions or steal money; changing the company website logo was acceptable, but crashing the entire system and then ..... money to restore it was unthinkable.

C extorting

Q6 In those days, hackers were just earning bragging rights and boosting their egos; the activity was only a ..... or two up the intellectual ladder from train-spotting.

C rung

Q7 Nowadays, the hackers' primary targets are e-commerce websites and their customer databases, and their operations are so ..... that stolen data is misused within seconds of its being entered by the unwitting victims.

B slick

Q8 Today, e-commerce's main growth area is in replacing traditional telephone-based or over-the-counter transactions with web-based applications, and of course hackers have ..... onto this.

A latched

Q9 Now at the disposal of cyber-criminals are all the resources of organised crime, which knows that police forces globally are ..... under-resourced for attacking internet fraud.

C woefully

Q10 Efforts need to be focused on the building of secure applications that cannot be .....

C compromised

ANSWERS: Data Mining

Q1 Data mining, the extraction of hidden ..... information from large databases, is a powerful new technology with great potential to help companies focus on the most important information in their data warehouses.

A predictive

Q2 Data mining tools estimate future trends and behaviors, allowing businesses to make knowledge-..... decisions.

A driven

Q3 The automated, prospective analyses offered by data mining move beyond the analyses of past events provided by ..... tools typical of decision support systems.

D retrospective

Q4 Data mining tools can answer business questions that traditionally were too time-consuming to resolve; they ..... databases for hidden patterns, finding information that experts may miss because it lies outside their expectations.

D scour

Q5 Data mining derives its name from the similarities between searching for valuable business information in a large database - for example, finding linked products in gigabytes of store scanner data - and mining a mountain for a ..... of valuable ore.

D vein

Q6 Both processes require either ..... through an immense amount of material, or intelligently probing it to find exactly where the value resides.

B sifting

Q7 Data mining tools sweep through databases and identify previously hidden patterns like ..... data that could represent data entry keying errors.

C anomalous

Q8 The technique that is used to perform these feats in data mining is called modeling, and this act of model building is something that people have been doing for a long time, certainly before the ..... of computers or data mining technology.

B advent

Q9 If someone told you that he had a good model to predict customer usage, the first thing you might try would be to ask him to apply his model to your customer ....., where you already knew the answer.

A base

Q10 With data mining, the best way to accomplish this is by setting aside some of your data in a ..... to isolate it from the mining process; once the mining is complete, the results can be tested against the isolated data to confirm the model's validity.

D vault

ANSWERS: Database Management Systems

Q1 An organisation uses a computer to store and process information because it hopes for speed, accuracy, efficiency, economy etc. beyond what could be achieved using clerical methods; the objectives of using a DBMS must in ..... be the same although the justifications may be more indirect.

A essence

Q2 Early computer applications were based on existing clerical methods and stored information was ..... in much the same way as manual files.ed

B partitioned

Q3 But the computer's processing speed gave a potential for relating data from different sources to produce valuable management information, provided that some standardisation could be imposed over departmental boundaries: the idea emerged of the ..... database as a central resource.

B integrated

Q4 Data is captured as close as possible to its point of origin and transmitted to the database, then ..... by anyone within the organisation who requires it.

C extracted

Q5 However many ..... have become attached to this idea in practice, it still provides possibly the strongest motivation for the introduction of a DBMS in large organisations.

D provisos

Q6 A DBMS gives some protection against change by taking care of basic storage and retrieval functions in a standard way, leaving the applications developer to concentrate on specific organisational requirements; changes in one of these areas need not have ..... elsewhere.

A repercussions

Q7 In general a DBMS is a substantial piece of software, the result of many man-years of effort, but because its development costs are spread over a number of purchasers it can probably provide more facilities than would be economic in ..... product.

D a one-off

Q8 The points discussed above are probably most relevant to the larger organisation using a DBMS for its administrative functions, the environment in which the idea of databases first originated; in other ..... the convenience of a DBMS may be the primary consideration.

C contexts

Q9 The purchaser of a small business computer needs all the software to run it in package form, written so that the minimum of expertise is required to use it, and the same applies to departments (e.g. Research & Development) with special needs which cannot be ..... by a large centralised system.

D satisfied

Q10 When comparing database management systems it is obvious that some are designed in the expectation that professional DP staff will be available to run them, while others are aimed at the total .....

B novice

ANSWERS: Failing in IT

Q1 Shamus McGillicuddy writes that it's OK to fail: Every year, Hollywood studios release movies that ..... at the box office.

A bomb

Q2 Record companies ..... albums no one wants to play.

C press

Q3 The auto industry introduces cars that ..... - remember the Ford Edsel?

D tank

Q4 Businesses in every vertical industry take risks when they .....; when they try something new, they know there's a chance for failure.

B innovate

Q5 But in information technology, CIOs rarely feel they have the ..... room to fail.

A breathing

Q6 CIOs need to ..... back when their companies expect a 100% success rate, said Tom Halbouty, vice president and CIO of Pioneer Natural Resources.

D push

Q7 When a project fails, put the failure within a context that a company understands; at Pioneer, IT project failures can be compared to the number of wells drilled that came up ..... - plenty!

B dry

Q8 He said if he tries to create a system that creates animated ..... of underwater drilling projects and puts them out on the Web for his worldwide users to use, he has to expect some risk.

D visualizations

Q9 "No one has done it before, and I'm not sure I'm going to pull it ....," he said.

A off

Q10 John F. Cole, CIO of Kansas City, Mo.-based Midwest Consulting Group Inc., agreed with Halbouty's notion that CIOs must be prepared for the occasional failure; but on the ..... side, Cole said CIOs should also be sure they are communicating the successes.

B flip

ANSWERS: Global Information Systems

Q1 An information system can be defined as a set of interrelated components working together to collect, store, ..., process, and disseminate information for the purpose of facilitating planning, control, coordination, and decision making in businesses and other organisations (Laudon & Laudon, 1993).

D retrieve

Q2 Therefore, a global information system is an expansion of an information system that operates across geographical and time .....

B boundaries

Q3 In addition, Palvia et al. have also defined the global information system as "a computerised system which ..... the business strategy of a multinational organisation and deals with components of the international market as a single market and not as individual markets" (Palvia et al., 1992).

C supports

Q4 In a traditional business information system, the set of interrelated components are usually referred to as hardware, software, data, processes, and people (Shelly, 2001); however, it is necessary to consider a few additional components that are significant to information systems in the global .....

A context

Q5 Functional architecture ..... all business functions covered in a global information system and defines important concepts and relationships among the components (Treese & Stewart, 1998); it is needed to allow flexibility for the development of the system in the future.

D specifies

Q6 In a global environment, computer systems no longer consist of a single large computer servicing an organisation's needs; instead, multiple computers are used to manage and process information, and ideally, the various computers should function and be managed as a single system with the processing distributed ..... the computers.

A across

Q7 The essential components of network architecture are compatible hardware and software; by ..... with the telephone system - for two households to communicate, they must use telephones that operate on the same electrical principles, with the same cabling system (hardware), and speaking the same language (software).

B analogy

Q8 The design of any network architecture is often based upon the OSI (Open Systems Interconnect) seven-layer network model (Day and Zimmermann, 1983) that was ..... by the International Standards Organisation.

B codified

Q9 Groupware technology is technology designed to ..... the work of groups; this technology can be applied to communicate, cooperate, coordinate, solve problems,compete, or negotiate.

D facilitate

Q10 Although management seems to be a political perspective, the organisation could be in trouble if there is no proper management scheme that oversees the operation of the GIS; global information system management can be seen as the ..... for closing the gaps between the global information system and the global business strategy.

A bridge

ANSWERS: Information Security

Q1 The US Nuclear Regulatory Commission must protect classified and sensitive unclassified non-safeguards information (SUNSI) related to U.S. government programs for the physical protection and safeguarding of nuclear materials or facilities to ensure that such information is protected against unauthorized .....

B disclosure

Q2 The lowest level of classified information is Confidential; the ..... higher is Secret, and the highest is Top Secret. Confidential and Secret information will also be either NSI or RD and may be marked C-NSI or S-RD, for example.

B next

Q3 Classified information at the NRC is of two types: National Security Information classified by an Executive Order, whose compromise would cause some degree of ..... to national security; and Restricted Data classified by the Atomic Energy Act, whose compromise would assist in the design, manufacture or utilization of nuclear weapons.

C damage

Q4 Some classified material at NRC and at the facilities it regulates is classified by other government agencies, and the NRC is not ..... to declassify such information without the permission of the originating agency.

B empowered

Q5 Access to classified information requires a personnel security clearance (NRC 'Q' or 'L') equal to or higher than the level of information and a .....-to-know.

B need

Q6 Procedures for obtaining an NRC facility security clearance for ..... regulated by the Commission are contained in 10 CFR Part 95; procedures in 10 CFR Part 25 apply to persons who may require access to classified information related to a license or to a certificate, or to an applicant for a license or certificate.

D entities

Q7 NRC contractors who require access to classified information are subject to security terms and conditions as specified in ..... commitments.

B contractual

Q8 Safeguards Information is a special category of sensitive unclassified information authorized by Section 147 of the Atomic Energy Act to be protected; while SGI is considered to be sensitive unclassified information, its handling and protection more closely ..... the handling of classified Confidential information.

D resemble

Q9 Sensitive unclassified non-safeguards information (SUNSI) is information that is generally not publicly available and ..... a wide variety of categories (e.g., personnel privacy, attorney-client privilege, confidential source, etc.)

B encompasses

Q10 Information about a licensee's physical protection or material control and accounting program for special nuclear material not otherwise ..... as Safeguards Information or classified as National Security Information or Restricted Data is required by 10 CFR 2.390 to be protected in the same manner as commercial or financial information.

A designated

ANSWERS: IT Project Failures

Q1 According to M Bronte-Stewart, IT projects have a bad reputation for going over budget and schedule, not ..... expectations and for providing poor return on investment (Clegg et al, 1997; Keil et al, 1998; Fielding, 2002; The Register, 2002; Jaques, 2004).

D realising

Q2 Planning and organising projects, selecting suitable software and hardware, and designing effective websites are important business decisions, yet firms often do not take adequate precautions or advice before making ..... of faith, spending large sums of money on inappropriate, unwanted or badly implemented IT systems.

C leaps

Q3 Many large IT systems contracts are in dispute or have been suspended: a project to replace the British Army, Navy and Air Force inventory systems with a single system was ..... to a halt after 130m had been spent.

A brought

Q4 The more IT projects are seen to go wrong, the more the public learns to expect problems and delays, the more developers may think that much of their work is likely to be a waste of effort, and the more those holding the ..... strings may view any IT project as a worry and probably a poor return on investment.

C purse

Q5 IT staff can become ....., lose goodwill and fail to accept or follow the advice of managers: for all these reasons we should be looking for ways to reduce the incidence and effects of failure.

A cynical

Q6 The OASIG (1996), a DTI-supported special interest group concerned with the organisational aspects of IT, interviewed a group of leading researchers and consultants who between them had over 900 years of professional work in the field, and were ..... on the experiences of over 14,000 organisations.

C drawing

Q7 The report to the UK's Economic and Social Research Council published the following ..... findings on the eventual outcomes of IT projects: 80% to 90% do not meet their goals, 80% are delivered late and over budget, and 40% fail or are abandoned.

D disturbing

Q8 The report went on to suggest some of the main reasons why IT projects seem to fail; one is that the Management agenda is too limited in that most IT investments are technology ..... and the main investment motive is only to cut costs.

D led

Q9 It is alarming that significant numbers of IT projects still fail to deliver benefits on time, within budget and ..... expectations; a great deal of the 24 billion or so being spent on IT each year in the UK (BCS 2004) is being wasted.

C to

Q10 One way to improve this situation is to carry out a risk estimation exercise that gives a standardised ....., so that the process can be discussed and focussed on important characteristics; results can be compared and users can build up an expertise of experience in evaluating projects' potential for success.

D template

ANSWERS: My computer and me

Q1 I just don't get on with computers ..... all.

B at

Q2 They always go ..... with me and break down.

C wrong

Q3 As a result of this I find I have to call ..... experts to come and help me.

D up

Q4 When they come to my house, these experts, they show me what I ..... do.

A should

Q5 As I watch them, everything becomes very ..... and I understand everything.

B clear

Q6 The trouble is that as soon as they leave, I tend to ..... everything they have told me.

C forget

Q7 The best piece of ..... someone gave me when the computer doesn't work was to turn the computer off, have a cup of coffee and then turn it on again.

D advice

Q8 The first time I ..... this, everything was fine for five minutes and then it stopped working again.

A tried

Q9 I have now bought a new computer which is perfect because it's very small and so doesn't take up much .....

C room

Q10 It looks very smart and modern but I do have one ..... problem and that's because I don't know how to switch it on.

B major

ANSWERS: Object-Oriented Programming Languages

Q1 Many modern programming languages depend largely or exclusively on the concept of objects: a close ..... binding of data to the operations that can be performed upon that data.

D syntactic

Q2 In these Object-Oriented languages - C++, C#, Java, Eiffel, Smalltalk, Visual Basic.NET, Perl, and many others programmers create classes, each of which defines the behavior and structure of a number of similar objects; then they write code that creates and ..... objects that are instances of those classes.

D manipulates

Q3 One reason why objects are a powerful programming technique - the reason most often ..... in the early literature on Object-Oriented Programming - is that programmatic objects map naturally to real world objects.

D touted

Q4 This mapping between objects in the real world and more ..... code objects encourages programmers to think in the problem domain, rather than in computer science terms.

A abstract

Q5 This benefit has perhaps been overstated, however; unless you're building a simulator of a real-world process, such ..... 'real-world' objects form just the surface of your system.

C surrogate

Q6 The complexity of your design lies underneath that surface, in code that reflects business rules, resource allocation, algorithms, and other computer science concerns; if you only use objects to reflect the real world, you ..... yourself with a lot of work.

C leave

Q7 Coupling refers to the ways in which and degrees to which one part of the system relies on the details of another part: the tighter the coupling, the more changes in one part of the system will ..... throughout the system, while with loose coupling, the interfaces between subsystems are well defined and restricted.

B ripple

Q8 ..... refers to the degree in which elements within a subsystem form a single, unified concept, with no excess elements: where it is strong, there is easier comprehension and thus more reliable code.

D Cohesion

Q9 Some Object-Oriented languages are less rigid than others in how much they require you to design around objects, but OO languages certainly support these quality ..... if you take the time to pursue them.

A attributes

Q10 It seems that every new OO language author ..... the need to distinguish their language by coming up with new terminology.

A feels

ANSWERS: Real Life: Telecommunications (1)

Q1 Prior to ....., only one company offered telephone services in the United States. Now, there are many companies to choose from that offer reasonable telephone service rates.

C deregulation

Q2 I got charged a long-distance ..... for a call to a friend three miles away. I tried to fight it but the telephone company said that he is part of a different network and they won't reverse the charges. What a rip-off!

B fee

Q3 I am getting my phone ..... up at the beginning of next week. Until then, you can call my parents and they will give me the message.

D hooked

Q4 AT&T used to have a ..... over the telephone industry until deregulation. One could only get service from them. They are still one of the largest telephone companies but they aren't the only service provider anymore.

C monopoly

Q5 Hi, Operator. I would like to ..... a call to an old army friend of mine who lives in St. Louis. If I give you his name, can you look up his telephone number and connect me to him?

A place

Q6 I want to go into the ..... field once I am done with school. I want to work with either a telephone company or an internet service provider. The work seems interesting, the pay is good and one can find work in a lot of nice locations.

B telecommunications

Q7 Please hold that thought, Karen. I want to hear what you have to say but I have to go ..... my telephone quickly. I am expecting an important call.

C answer

Q8 Did you check the answering machine? You did? Were there any ..... for me that I need to respond to tonight?

D messages

Q9 That jerk. When I called the company to explain that they billed us incorrectly, he refused to take the charge off of the bill. When I tried to argue that we never ordered the services that appeared on the bill, he ..... up on me.

D hung

Q10 Bruce? I am sorry to interrupt. I have a call on the other line. Will you please ..... for a moment?

D hold

ANSWERS: Real Life: Telecommunications (2)

Q1 Hi Honey, I am just calling to say I love you quickly and will call back later. I have a ..... call I have to be on in ten minutes. The manager from each division will be a part of it as will the CEO. I've got to go now and prepare for it.

C conference

Q2 You are going to the beach today? I am not sure if I can come. Will you have your ..... phone on while you are out there? I will call you in a few hours on it and let you know if I can meet you there.

B cell

Q3 Thanks for your cell phone number. Do you have a land ..... as well? If you do, I can get a hold of you or at least leave a message if your phone battery is dead.

D line

Q4 You tried to call my cell phone earlier? Sorry, I didn't get your call. I was hiking in the woods and my phone didn't get any ..... there.

A reception

Q5 Unfortunately, I don't know the telephone number for my auto mechanic right off hand. I'll give you his name and you'll have to look him up in the ..... pages to get his number.

A yellow

Q6 I don't have any change either for the pay phone. Why don't you try to give your parents a ..... call? I am sure they will accept the charges. I am sure they will have a jack for your car so we can change the tire.

A collect

Q7 How many ..... do you get with your cell phone plan? I only get 300 and I usually run out of them within two weeks and then I can't use my cell phone until the new monthly billing period starts.

C minutes

Q8 You don't need change to call this tow-truck. They have a 1-..... number listed in the phone book so you can call them for free.

A 800

Q9 I am glad the tow-truck has a .....-free number available; otherwise, we'd be in trouble. I have no change and no phone card.

B toll

Q10 I don't have my cell phone anymore; they ..... it off last week since I didn't pay my bill for the last two months. Here is my parents' number. They can get a message to me.

D shut

ANSWERS: Real Life: The Internet and Websites (1)

Q1 I was wondering, Mike, which Internet ..... is better if you want to use it to stream video content?" Russell asked. Mike replied, "I use either Google Chrome or Mozilla Firefox. Either works fine for watching shows online."

C browser

Q2 "What do you think of the introduction to our company that I added to our website?" Bill asked Tom. Tom replied, "I like the font you chose for it but I think you have to edit the ..... again. I like the word usage in it but you have some English errors to correct."

B content

Q3 Copyright ..... is a major threat to companies who sell goods on an international level. There are lots of countries that are either unwilling or unable to enforce copyright protection regarding intellectual property. As a result, there are a lot of fake copies sold and misrepresented by groups that are completely separate from the companies that made the original products in the first place.

A infringement

Q4 Companies that offer email services are doing a much better job of blocking unwanted advertisements from reaching my email account. I used to spend almost an hour a day deleting ..... from my mail box.

A spam

Q5 Would you send that short video to my email again in a different .....? I don't have a program that can read that type of file so I can't open it.

C format

Q6 I can never remember all of my different ..... I have to write them down and that kind of defeats the whole purpose. Companies make it too hard for a person to remember each one since some must have numbers, some have to have special characters in them and some can't have any of those things.

D passwords

Q7 Hillary! Your computer had a very dangerous Trojan infection in it! Luckily, we caught this or you might have lost all of your files or could have had your identity taken. Before I leave, I will install an anti - ..... program on your computer and that will protect it from these infections.

B virus

Q8 I am glad that I finally switched to online ..... Paying bills is so much faster over the Internet and transferring money between accounts is so easy! I also like being able to check my balance from home.

D banking

Q9 Oh, my computer is running so slow right now. It's all these ..... that it constantly needs to get and install. Installing these takes up a lot of my processor power and it's annoying since it takes longer to get my work done. I guess I should be thankful for them since my computer will stay current but it's still irritating.

B updates

Q10 I know a lot of people like the older version of the spreadsheet program but I like the new one. It is very user - ..... I didn't have to take a special class to figure out how to use it and I can find the majority of its features while using it and without having to pull out the instruction manual.

D friendly

ANSWERS: Real Life: The Internet and Websites (2)

Q1 You currently have all the newest programs. The reason your computer is running so slow is that you have old ..... You may have to buy more physical memory, a new video card, and, perhaps, a bigger hard drive if you want your computer to run faster.

D hardware

Q2 Our lab has managed to invent some really fast microchips for our computers. Our biggest problem now is that we have to create ..... that can operate with the new speed and make the computers do things that regular, slower models can't.

B software

Q3 My friend is a computer ..... He makes new software programs. People with this job sure make a lot of money. I graduated college with a degree in economics. I thought I would start my first job making more money than my friends but this friend makes twenty-thousand dollars a year more than I do.

D programmer

Q4 We just got our company ..... up and running. Now people can view and order our products over the Internet, as well as find out about our hours and location.

A website

Q5 I teach English as a second language over the Internet. Because I use video as well as audio devices, I have to pay for a high-..... Internet connection since I am transmitting a lot of information at one time.

B speed

Q6 My friend got a ..... in his system and it destroyed his hard disk drive. Not only did he lose all of his work and personal information, he lost a perfectly good disk drive.

D worm

Q7 I just ran a cleaning program on my computer. I like that the program frees up more space on my system but I hate how it deletes all the ..... on my computer. Now the bank doesn't recognize my computer and I have to remember the answers to all those security questions.

A cookies

Q8 I am learning how to design Internet websites. I just learned how to add additional web ..... to the main website. If I keep learning at this pace, I may be able to get a good job creating websites by this time next year.

A pages

Q9 We just got our business website up and running and we were able to buy the ..... name we wanted. Our website address has our business name it along with.com at the end.

C domain

Q10 I think companies that use ..... to track consumer behavior should be liable for damages to people's personal property. The programs that report back to the company about what sites you have been on make your computer run slower. If I pay for a fast computer and your company makes it slower, shouldn't I be paid the difference between the price of a cheaper, slower computer and the one I bought?

D spyware

ANSWERS: Real Life: The Internet and Websites (3)

Q1 We just upgraded our Internet from dial-up service to ..... Internet service. This service is much faster and allows me to move my computer anywhere and I'm not tied to the area around the jack.

B wireless

Q2 Our phone service runs over our cable-modem. Unlike traditional phone service, ..., which stands for Voice Over Internet Protocol, is cheaper because we don't have to pay for long-distance calls or other features like call-waiting.

C VOIP

Q3 "Honey, what is your ..... ID? I need to access your online credit account to pay your bill and I only know your password," Jason said to Kylie.

A login

Q4 Do you check your ..... account everyday? I don't but I need to start doing that. I get messages that need to be answered within an hour or two and I don't end up reading them until several days later.

C email

Q5 Are you done with that part of your report yet? I still have to put the group paper together and ..... so it looks nice before we turn it in to the professor. This will take a few hours so I need you to be done with your part by noon.

C format

Q6 Now, to open the program on your computer, you need to put the cursor over the program icon and double ..... it.

D click

Q7 What is the fastest Internet connection one can get around here? Is it DSL, wireless, or ..... internet?

D cable

Q8 I am looking for a new web-..... company to use for my website. Our old one just went out of business. Do you have a company you can recommend?

A hosting

Q9 I turned in the paperwork necessary to get a ..... for the new program I created. I am guessing it will take about a month so I can be ready to sell the program as soon as my intellectual property is protected.

B copyright

Q10 You may have a computer ..... if your system is running really slow and the computer can't pull up a lot of your information. These things are signs that point to an infection.

D virus

ANSWERS: Real Life: The Internet and Websites (4)

Q1 Downloading refers to the ..... of data from a larger mechanism to a smaller computer like they one you might have at home.

B transferring

Q2 When surfing the Internet, people usually prefer high-..... connections because these types of connections are very fast and are able to download and upload information easily and quickly.

A bandwidth

Q3 A ..... is a device that transfers information to and from your personal computer through a cable or telephone line. In North America, Internet connections via cable lines are very fast; however, telephone connections are relatively slow.

A modem

Q4 E-..... involves buying and selling practices that is performed over the Internet.

B commerce

Q5 In the past, people sent letters to others through the mail/postal service. However, since the advent of the Internet, people can now send e-..... to others very quickly. The messages are sent by the click of a button and arrive to the recipient's inbox almost instantly.

B mails

Q6 One of the first internet connections, and the slowest, when compared to cable or wireless connections, is called .....

C dial-up

Q7 In order to get to a specific internet site without using an internet search engine, one must know the website's .....

B address

Q8 In order to allow multiple computers in the same area access to the same Internet connection, people often use wireless .....

A routers

Q9 Google is one of the most popular and user-friendly internet search .....

C engines

Q10 The American government is still wrestling with how to stop people from ..... music from the internet illegally.

B downloading

ANSWERS: System security

Q1 Due to a malfunction in the online security system, the database was left open and ..... to attack.

C vulnerable

Q2 The customers' information was hijacked and ..... to a rival company.

D sold

Q3 After the company's data records mysteriously went missing overnight, new password protection programs were .....

A implemented

Q4 The computer hacker paid his fellow worker ..... money not to speak to anyone about his criminal activities.

A hush

Q5 By day, the accountant went about his work in a professional manner. No one suspected that at night, he was ..... the books.

B cooking

Q6 According to ..... theory, the longer a password is, the more difficult it is to guess. Unfortunately this also makes it more difficult to remember!

D contemporary

Q7 Patents do not protect a product from being duplicated. Many countries simply do not ..... patent laws.

A recognise

Q8 The PR company hoped that by ..... potential employees to personality profiling tests, they would discover if any candidates were untrustworthy.

B submitting

Q9 ..... wisdom holds that one should upload new files only if they have been checked with virus-detection software.

C Conventional

Q10 The man's employment ..... were not good. He had a criminal record for credit card fraud.

A prospects

ANSWERS: Telecommunications (1)

Q1 A telephone ..... or provider is a company that provides telephone services both local and long-distance to customers.

C carrier

Q2 In the US, there is a lot of ..... in the telecommunication field now so telephone service prices have come down in the past twenty years. Many companies are trying hard to get and keep customers.

B competition

Q3 We pay a monthly service fee and, in our plan, we are able to make an ..... amount of local calls per month. That means that we can call anyone and talk for as long as we want so long as they live in the specified vicinity.

B unlimited

Q4 I just moved and I have to get my phone .....-up soon. Luckily, I have my cell phone but the rates are really pricey during the day.

D hooked

Q5 I need to get a ..... carrier soon. I want to call my parents on a regular basis and I can't call them with my regular, local package because they live on the west coast and we're on the east coast.

A long-distance

Q6 I'm going to get ..... soon so that people can leave me messages on my landline if I'm not home. I hate not knowing who called and, this way, I'll be able to respond to calls left by anyone who chooses to leave me a message.

B voicemail

Q7 I'm also going to get call-..... thrown into my phone package. That way, if I'm on the phone with someone, I'll hear a sound and know that someone else is trying to reach me. All you have to do is press one button to put the first caller on hold in order to answer the second caller who is trying to get through. Modern conveniences are great.

B waiting

Q8 I want to buy a ..... phone so that I can walk around my house and talk on the phone at the same time. I don't like being confined to my desk and the telephone cord is so short.

D cordless

Q9 I'm in the process of hooking-up my phone service. The telephone company is sending a technician out today to ..... my landline. I can't wait to have a phone again!

C install

Q10 Why didn't you ..... me a message? I didn't even know that you called. Please leave a note the next time you call so that I don't miss any urgent matters.

A leave

ANSWERS: The LS9203 Omni-Directional Presentation Scanner

Q1 With stiff competition and commodity price constraints, service is your greatest .....: that means fast checkout and stocking what your customers want.

C differentiator

Q2 Your instincts are good, but it's still a guessing ..... to match your inventory with customers' preferences, because you have no way to precisely track what they're buying.

A game

Q3 Retailers with stores of all sizes are overcoming these challenges by transforming their business processes, abandoning paper-based sales and inventory tracking for electronic data ..... systems.

B capture

Q4 While mobile technologies offer new ways to effectively manage inventory and ..... retail operations, complex and expensive systems may not fit the needs of your organization.

D streamline

Q5 Instead, you need a tool that's affordable, reliable, integrates into your .....-of-sale (POS) environment easily and can be used without extensive training.

B point

Q6 Symbol's easy-to-use LS9203 omni-directional scanner speeds checkout and improves sales and inventory management in retail operations where ..... space is limited.

C counter

Q7 Designed to work as both a presentation and handheld scanner, the LS9203 enables your employees to scan bar codes hands-....., as well as bring the scanner to the merchandise to quickly scan several items at once and avoid lifting heavy products.

A free

Q8 With automated scanning, you eliminate pricing errors caused by manual input mistakes, reduce profit-eroding shrinkage and discourage '.....' by requiring a manager's approval before offering special deals for friends and relatives.

D sweethearting

Q9 With increased ..... into what your customers are buying, you encourage repeat business by providing the products your customers want, when they want them.

D visibility

Q10 And the LS9203's small ..... leaves you enough space to set up product displays at the checkout counter, so your customers are able to easily pick up last-minute items.

C footprint