INFORMATION TECHNOLOGY CONCEPTS
(391)

—OPEN EVENT—

REGIONAL – 2014

DO NOT WRITE ON TEST BOOKLET

TOTAL POINTS _____ *(500)*

Failure to adhere to any of the following rules will result in disqualification:
1. **Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
2. **No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
3. **Electronic devices will be monitored according to ACT standards.**

No more than 60 minutes testing time

Answer the following questions on the scantron answer form provided.

1. A USB host adapter can support up to _____ devices?
    a. 8
    b. 7
    c. 64
    d. 127

2. A computer is not coming on, what is the recommended first step to solving this problem?
    a. Check to see that the computer has power and is plugged in.
    b. Check the power supply for damage.
    c. Recommend the user purchase a new computer.
    d. Remove the front cover, and attempt to replace the power button with one that works.

3. The COM port found on a system is best used to operate which of the following devices?
    a. Touch screen monitor
    b. Mouse
    c. Keyboard
    d. Scanner

4. A(n) _____ is a small metal or plastic device that looks like a tiny pen, but uses pressure instead of ink.
    a. utensil
    b. implement
    c. stylus
    d. Joystick

5. You are working on a computer, and the user states, "My mouse is not working." It is a wireless mouse, what is the first step in correcting this issue?
    a. Verify the wire is plugged in to the computer.
    b. Check the batteries in the mouse.
    c. Install an updated driver for the wireless mouse from the manufacturer's website.
    d. Change the settings of the mouse in the control panel so the mouse moves.

6. Which of the following is used to store permanent instructions?
    a. ROM
    b. RAM
    c. PROM
    d. PRAM

7. A customer has a laser printer that keeps having paper jam when printing. What is the best solution to correct this issue?
    a. Clean the fuser assembly rollers with a fibrous cleaning towel.
    b. Replace the fuser and roller assembly.
    c. Clean the guide rollers with alcohol.
    d. Run the maintenance software to re-align the rollers.

8. A laptop computer is running slow, so you add more memory to the computer. When you restart the computer and check the amount of available RAM, about 32MB of RAM is not accessible by the system. What is the reason for this?
    a. The video card has shared memory and uses system RAM for its use.
    b. There is a bad memory chip, and one will need to be replaced.
    c. You damaged a DIMM slot when inserting the new RAM.
    d. The operating system will need to be reinstalled to configure the new space available.

9. What is the storage space available on a single layer Blu-ray disk?
    a. 9.4GB
    b. 12.7GB
    c. 25GB
    d. 50GB

10. One reason that you still see dot matrix printers around is because they _____.
    a. print in multiple colors
    b. are required by the software package
    c. produce multi-copy documents
    d. are a high speed printer

11. One type of system software is a(n) _____ system, which contains a set of instructions that coordinate the hardware activities among computer components.
    a. hardware
    b. software
    c. operating
    d. utility

12. A user is giving a presentation using Microsoft PowerPoint while using his/her laptop. The computer is not plugged in and continually is going to sleep. What is the best option for this user to prevent this from happening during the next speech?
    a. Always On
    b. Portable/Laptop
    c. Max Battery
    d. Presentation

13. A(n) electronic presentation software that is used to create innovative slideshows is called _____.
    a. Microsoft Excel
    b. Microsoft PowerPoint
    c. Microsoft Presentation
    d. Microsoft Word

14. A(n) _____ is an instruction that causes a program or utility to respond to the user?
    a. window
    b. icon
    c. dialog
    d. command

15. What utility would a technician use to view the current processes running on the system?
    a. Event Viewer
    b. Task Manager
    c. Disk Utility
    d. System Monitor

16. You need to determine the system information on a computer, and the computer is in a locked presentation station. Where would you go to find this information?
    a. Control Panel, then System
    b. Control Panel, then Device Manager
    c. Task Manager
    d. Control Panel, then Administrative Tools

17. The relational database software created by Microsoft is called _____.
    a. PowerPoint
    b. Access
    c. FileMakerPro
    d. Excel

18. You have several Windows XP Professional installations to perform. You believe the fastest way to complete the installations is to create an answer file. The easiest way to do this is use the
    a. Answer File Wizard
    b. Setup Manager Wizard
    c. AutoInstall Wizard
    d. Setup Configuration Wizard

19. What is the Microsoft Office Program that is best suited for creating and editing newsletters, brochures, flyers, and Web sites?
    a. Microsoft Word
    b. Microsoft FrontPage
    c. Microsoft Publisher
    d. Microsoft PowerPoint

20. You are installing Windows XP Professional on a system. The first step in the installation process is?
    a. Read and accept the EULA
    b. Start the computer from the installation CD
    c. Select Setup Window XP Installation from the installation CD
    d. Partition and format the Hard Drive for space to install the software

21. Which of the following programs is an interpreter?
    a. Microsoft Visual Studio
    b. Microsoft Internet Explorer
    c. Microsoft SQL Server
    d. Microsoft Silverlight

22. You are installing Windows XP on an older computer. You notice that the hard drive is FAT32. You upgrade the FAT32 to NTFS. Which of the following statements is true about NTFS?
    a. Once you have converted FAT32 to NTFS, it cannot be returned to FAT32 without reformatting the drive.
    b. NTFS drives operation less efficiently and FAT32 formatted drives.
    c. NTFS drives can easily be converted back to FAT32.
    d. NTFS is preferred for dual booting systems.

23. Your computer is notifying you each time there is a change occurring on the computer. This is a Windows protection feature called _____?
    a. Administrative Tools
    b. User Access Control
    c. Group Policies
    d. User Restrictions

24. What is the run command that will open Command Prompt?
    a. COMMAND
    b. CMD
    c. MSCONFIG
    d. Both A and B

25. This utility in Microsoft Windows allows users to automate basic maintenance tasks on the computer.
    a. Ease of Access
    b. Disk Utility
    c. Task Manager
    d. Resource Monitor

26. One of the most drastic changes from pre-Windows 8 operating systems to the new Windows 8 operating system is
    a. To start a program all a user has do is start typing the name of the program
    b. The start button and start orb is no long on the desktop
    c. The computer does not automatically boot to the desktop
    d. All of the above

27. Which of the following is *not* a version of Windows 8?
    a. Windows 8
    b. Windows 8 Pro
    c. Windows 8 Ultimate
    d. Windows 8 Enterprise

28. The small boxes on the first screen you see as you start up a Windows 8 machine are referred to as _____?
    a. Apps
    b. Tiles
    c. Titles
    d. Programs

29. What is the most current version of the Apple Operating System for Computers?
    a. Lion
    b. Mountain Lion
    c. Snow Leopard
    d. Leopard

30. Which of the following devices is *not* manufactured by Apple?
    a. iPad
    b. iPod
    c. iBook
    d. iNook

31. For many years, Apple only used processor manufactured by this company.
    a. Intel
    b. Texas Instruments
    c. Motorola
    d. IBM

32. The standard protocol for sending e-mail is _____.
    a. HTTP
    b. IMAP
    c. SMTP
    d. POP

33. The standard protocol for receiving e-mail when messages are downloaded from a server to a client is _____.
    a. HTTP
    b. HTTPS
    c. SMTP
    d. POP

34. What is port 80 best known for?
    a. HTTP
    b. FTP
    c. SFTP
    d. HTTPS

35. What is the transmission speed of a 10BaseT network?
    a. 1 Mbps
    b. 10 Mbps
    c. 100 Mbps
    d. 1000 Mbps

36. Which of the following is the term used to describe the loss of signal strength that occurs as the signal travels along a copper cable?
    a. Crosstalk
    b. Baseband
    c. Shielding
    d. Attenuation

37. You would like to look at the network configuration on a host on which you are working. What command will display that information?
    a. ping
    b. tracert
    c. ipconfig
    d. netstat

38. Which of the following TCP/IP commands can be used to enter commands on a remote computer?
    a. ARP
    b. Netstat
    c. FTP
    d. Telnet

39. Which network protocol is best suited for transferring files and data from one computer to the next?
    a. HTTP
    b. FTP
    c. NetBUI
    d. AppleTalk

40. Which of the following devices is used to connect multiple computers to the network where one wall jack is available?
    a. Network Router
    b. Network Switch
    c. Network Interface Card
    d. Both A and B

41. When connecting to the Internet, the fastest form of connection is _____.
    a. Dial-up
    b. Cable
    c. Satellite
    d. Digital Subscriber Line

42. What is web tracking?
    a. The unauthorized use or close imitation of the language and thoughts of another author on the Internet.
    b. Is the analysis of visitor behavior on a website.
    c. The spacing of characters on a website.
    d. The collection of information from users on a form posted to a website.

43. What is a cookie?
    a. A data file that is written to the hard drive by some websites which contains information used to track an end-user's information.
    b. A data file that is stored on the server which contains information used to remember the user when they return to the website.
    c. A file on the server that stores credit card information until the e-commerce site owner can download and process the orders.
    d. A file that remains on the computer, and keeps a history of all the websites an end-user has visited.

44. What is software that self-installs on a computer, enabling information to be gathered covertly about a person's Internet use and passwords?
    a. Malware
    b. Spyware
    c. Virus
    d. Trojan Horse

45. What is software that is installed on a computer and is designed to mimic legitimate software and disables system software?
    a. Malware
    b. Spyware
    c. Virus
    d. Rootkit

46. What is the protocol used by websites to transmit documents securely across the Internet.
    a. HTTPS
    b. SSL
    c. TLS
    d. IIS

47. Which of the following programs would you use to create a vector graphic?
    a. Adobe Photoshop
    b. Adobe InDesign
    c. Adobe Illustrator
    d. Adobe Flash

48. Which of the following is the most popular video format for videos on the web?
    a. .mov
    b. .mp3
    c. .m4v
    d. .flv

49. Opera, Netscape Navigator, and Mosaic, are all examples of
    a. Operating Systems
    b. Internet Browsers
    c. Search Engines
    d. E-mail Clients

50. In 2013, what is the world's most popular mobile operating system?
    a. iOS
    b. Windows Mobile
    c. Samba
    d. Blackberry