

1. If a word is typed that is not in Word's dictionary, a \_\_\_\_\_ wavy underline

appears below the word.

(A) red

(B) green

(C) blue

(D) black

(E) None of these

Ans : (A)

2. The \_\_\_\_\_ button on the quick access Toolbar allows you to cancel your recent

commands or actions.

(A) Search

(B) Cut

(C) Document

(D) Undo

(E) None of these

Ans : (D)

3. In Excel, any set of characters containing a letter , hyphen, or space is considered—

(A) a formula

(B) text

(C) a name

(D) a title

(E) None of these

Ans : (B)

4. \_\_\_\_\_ Software allows users to perform calculations on rows and columns of

data.

(A) Word processing

(B) Presentation graphics

(C) Database Management Systems

(D) Electronic Spreadsheet

(E) None of these

Ans : (C)

5. A \_\_\_\_\_ represent approximately one billion memory locations.

(A) kilobyte

(B) megabyte

(C) gigabyte

(D) terabyte

(E) None of these

Ans : (C)

6. \_\_\_\_\_ cells involves creating a single cell by combining two or more selected

cells.

(A) Formatting

(B) Merging

(C) Embedding

(D) Splitting

(E) None of these

Ans : (B)

7. The operating system is the most common type of \_\_\_\_\_ software.

(A) communication

(B) application

(C) system

(D) word-processing

(E) None of these

Ans : (C)



8. When you quickly press and releases the left mouse button twice , you are—

(A) Primary-clicking

(B) pointing

(C) Double-clicking

(D) Secondary-clicking

(E) None of these

Ans : (C)

9. The horizontal and vertical lines on a worksheet are called—

(A) cells

(B) sheets

(C) block lines

(D) gridlines

(E) None of these

Ans : (D)

10. To delete an incorrect character in a document, \_\_\_\_\_ to erase to the right of

the insertion point.

(A) press the left mouse key

(B) double-click the right mouse key

(C) press the BACKSPACE key

(D) press the delete key

(E) None of these

Ans : (D)

11. The operating system does all of the following EXCEPT:

(A) provide a way for the user to interact with the computer.

(B) manage the central processing unit (CPU).

(C) manage memory and storage.

(D) enable users to perform a specific task such as document editing.

Ans : (D)

12. During the boot process, the\_\_\_\_\_looks for the system files.

(A) CD

B. BIOS

C. CPU

D. DVD

Ans : (B)

13. \_\_\_\_\_ are lists of commands that appear on the screen.

(A) GUIs

(B) Icons

(C) Menus

(D) Windows

Ans : (C)

14. \_\_\_\_\_ is the ability of an operating system to control the activities of multiple

programs at the same time.

(A) Multitasking

(B) Streamlining

(C) Multiuser

(D) Simulcasting

Ans : (A)

15. The unique signal, generated by a device, that tells the operating system that it is in

need of immediate attention is called an:

(A) action.

(B) event.

(C) interrupt.

(D) activity.



Ans : (C)

16. The operating system controls access to the processor by assigning a(n) \_\_\_\_\_

to each task requiring the processor's attention.

(A) CPU

(B) slice of time

(C) stack

(D) event

Ans : (B)

17. The blocks of code, included in the operating system, that software applications

interact with are known as:

(A) application programming interfaces (APIs).

(B) complimentary metal-oxide conductors (CMOS).

(C) device drivers.

(D) bootstrap loaders.

Ans : (A)

18. MS-DOS is a \_\_\_\_\_ operating system.

(A) point-and-click

(B) user-friendly

(C) command-driven

(D) Mac

Ans : (C)

19. An interrupt handler is a(n):

(A) location in memory that keeps track of recently generated interrupts.

(B) peripheral device.

(C) utility program.

(D) special numeric code that indicates the priority of a request.

Ans : (D)

20. A spooler is a(n):

(A) location in memory that maintains the contents of a document until it prints out.

(B) print job.

(C) program that coordinates the print jobs that are waiting to print.

(D) message sent from the printer to the operating system when a print job is completed.

Ans : (C)

21. Virtual memory is typically located:

(A) on a floppy disk.

(B) in the CPU.

(C) in a flash card.

(D) on the hard drive.

Ans : (D)

22. The purpose of a swap (or page) file is to:

(A) maintain pages of documents that are being spooled to the printer.

(B) hold a program's data or instructions in virtual memory when it can't fit in RAM.

(C) prevent thrashing in a multitasking environment.

(D) allow multiple print jobs to print their pages out simultaneously.

Ans : (B)

23. The definition of thrashing is:

(A) swapping data between virtual memory and RAM too frequently.

(B) insufficient hard disk space.

(C) too many processors being managed by the operating system.

(D) inaccurate information stored in the registry.

Ans : (A)

24. All of the following are TRUE of Safe Mode EXCEPT:



(A) Safe Mode is a special diagnostic mode.

(B) Safe Mode loads all nonessential icons.

(C) Safe Mode allows users to troubleshoot errors.

(D) Safe Mode loads only the most essential devices.

Ans : (B)

25. Verification of a login name and password is known as:

(A) configuration.

(B) accessibility.

(C) authentication.

(D) logging in.

Ans : (C)

26. The combination of the operating system and the processor is referred to as the

computer's:

(A) CPU.

(B) platform.

(C) BIOS.

(D) CMOS.

Ans : (B)

27. The following message generally means:

(A) a nonsystem floppy has been left in the floppy disk drive.

(B) the CD drive is not functioning.

(C) the BIOS is corrupted.

(D) there is a problem loading a device.

Ans : (A)

28. Which of the following is the correct sequence of actions that takes place during the

boot-up process?

(A) Load operating system ? Activate BIOS ? Perform POST ? Check configuration settings

(B) Activate BIOS ? Perform POST ? Load operating system ? Check configuration settings

(C) Perform POST ? Load operating system ? Activate BIOS ? Check configuration settings

(D) Activate BIOS ? Check configuration settings ? Perform POST ? Load operating system

Ans : (B)

29. All of the following are steps involved in the boot process EXCEPT:

(A) load the operating system into RAM.

(B) the power-on self-test.

(C) activate the basic input/output system (BIOS).

(D) load application programs.

Ans : (D)

30. The \_\_\_\_\_, stored on a ROM chip, is responsible for loading the operating

system from its permanent location on the hard drive into RAM.

(A) BIOS

(B) API

(C) device driver

(D) supervisor program

Ans : (A)

31. The basic Input/output system (BIOS) is stored in:

(A) RAM.

(B) ROM.

(C) the CPU.

(D) the hard drive.

Ans : (B)

32. Ensuring that the essential peripheral devices are attached and operational is the

\_\_\_\_\_ process.



(A) configuration

(B) CMOS

(C) POST

(D) ROM

Ans : (C)

33. The memory resident portion of the operating system is called the—

(A) registry.

(B) API.

(C) CMOS.

(D) kernel.

Ans : (D)

34. Which of the following does NOT occur during the power-on self-test (POST)?

(A) The ScanDisk utility begins to run.

(B) The video card and video memory are tested.

(C) The BIOS identification process occurs.

(D) Memory chips are checked to ensure they are working properly.

Ans : (A)

35. All of the following are TRUE regarding virtual memory EXCEPT—

(A) any amount of RAM can be allocated to virtual memory.

(B) the setting for the amount of hard drive space to allocate to virtual memory can be

manually changed.

(C) this temporary storage is called the swap file (or page file).

(D) virtual memory is physical space on the hard drive.

Ans : (A)

36. The operating system allows users to organize the computer's contents in a

hierarchical structure of directories that include all of the following EXCEPT:

(A) files.

(B) folders.

(D) drives.

(D) systems.

Ans : (D)

37. All of the following statements concerning windows are true EXCEPT—

(A) windows are an example of a command-driven environment.

(B) windows can be resized and repositioned on the desktop.

(C) more than one window can be open at a time.

(D) toolbars and scrollbars are features of windows.

Ans : (A)

38. All of the following statements concerning files are true EXCEPT—

(A) A file is a collection of related pieces of information stored together for easy reference.

(B) Files can be generated from an application.

(C) Files are stored in RAM.

(D) Files should be organized in folders.

Ans : (C)

39. Using Windows Explorer, a plus (+) sign in front of a folder indicates—

(A) an open folder.

(B) the folder contains subfolders.

(C) a text file.

(D) a graphics file.

Ans : (B)

40. In Windows XP, if you want to see the file size and modified dates of all files in a

folder, the best viewing option is the \_\_\_\_\_ view.

(A) List

(B) Thumbnails



(C) Details

(D) Icon

Ans : (C)