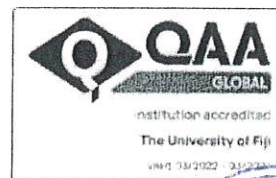




The University of Fiji
(An Entity of Arya Pratinidhi Sabha of Fiji)



SCHOOL OF SCIENCE & TECHNOLOGY

Semester 2, 2024

FINAL EXAMINATION PAPER

**ITC100: INFORMATION TECHNOLOGY FOR THE
WORKPLACE**

Important Instructions to Students:

1. Read the questions, instructions carefully and answer the questions.
2. You are allowed an **extra 10 minutes reading time** (during this time, you are not allowed to write with pen) and **180 minutes (3 Hours) to complete this paper**.
3. Silent, non-programmable calculators are allowed, but not supplied.
4. Write all your answers in the answer booklet provided. If you need extra sheets, please ask from the supervisor. Write your name, course code and student identification number in the answer booklet and in the attendance sheet.
5. This paper contains three (3) sections A, B, and C. All questions are compulsory to answer.
6. Write all your answers legibly. The marker has the right to award zero for answers that are not legible.
7. This is a **Closed Book Examination**. The University views plagiarism, cheating and dishonest practice as serious offences and if found, offenders are penalized.

Examination Paper Content:

<u>Section</u>	<u>Question</u>	<u>Content</u>	<u>Marks</u>	<u>Suggested Time</u>
A	1- 20	Multiple Choice	20	30 minutes
B	1-24	Short Answer Questions	48	90 minutes
C	1-8	Long Answer Questions	32	60 minutes
		TOTAL	100	180 Minutes

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Registration Certificate Number (RGN0020/11)*

1. Which of the following best defines the term network?
 - A. Two or more computers connected together to share resources.
 - B. A powerful, high-capacity computer you access using the Internet.
 - C. A global collection of millions of computers linked together to share information.
 - D. A group of collaborative tools used to create apps.

2. Which of the following best defines Big Data?
 - A. an online community where users share their interests, stories, and more
 - B. large and complex data sources that defy easy management with traditional data processing methods
 - C. a global collection of millions of computers linked together to share information
 - D. the study of technology that helps one become an educated and productive member of the digital world

3. The ethical, legal, and productive use of technology are aspects of being a digital _____.
 - A. expert
 - B. native
 - C. denizen
 - D. citizen

4. Esiteri wants a community to share her photos and videos with others. She should use a/n _____.
 - A. wireless network
 - B. digital database
 - C. online social network
 - D. chatbot

5. The first generation of computers used cylindrical glass tubes that controlled the flow of electrons, called _____ tubes.
 - A. flux
 - B. distribution
 - C. vacuum
 - D. circulation

6. Mina is doing research before buying her first car. She lives in an area with a lot of snow and ice during the winter, so she wants one that has electronic stability control. During her research, she finds that this technology is included in many cars using a/n _____ computer.
 - A. Bluetooth
 - B. remote-controlled
 - C. adaptive
 - D. embedded

7. Peni lives in a rural neighborhood, where unlike other students who live on campus with high-speed Internet access, his connection speed is slow and unreliable. The difference between Peni and his fellow students is an example of the digital _____.
- A. divide
 - B. chasm
 - C. abyss
 - D. fracture
8. Achal recently was a victim of pretexting. Which of the following best describes what might have happened to Achal?
- A. An attacker called her pretending to be from a legitimate research firm and asked her for personal information.
 - B. Using a change-of-address form, an attacker diverted her mail to a post office box so that she didn't see the changes made.
 - C. Her wallet was stolen and the thief used information in the documents it contained to commit identity theft.
 - D. She answered a query on an online social media site that revealed information that enabled an attacker to determine her passwords.
9. Motui had his personal information stolen after his bank statement was taken out of the trash by an attacker. Motui was a victim of a _____ attack.
- A. phishing
 - B. data mining
 - C. dumpster diving
 - D. garbage troll
10. In the workplace, BYOD stands for bring your own _____.
- A. data
 - B. desktop
 - C. document
 - D. device
11. Who might use a LMS to set up a site for their users?
- A. a teacher
 - B. a doctor
 - C. a manufacturer's representative
 - D. a transportation worker

12. Filipe started a new job where he will be telecommuting. Which of the following is not a recommended practice for telecommuting?
- A. use noise cancelling headphones
 - B. use a filtered background provided by a conferencing app
 - C. turn the desk to face the wall if in a shared space with others
 - D. be available at all times
13. Erini is setting up her online profile and wants to appear professional to potential employers. Which of the following should she not do?
- A. include links to videos she created
 - B. enable privacy settings on her personal social media accounts
 - C. upload a PDF of her resume
 - D. use a humorous nickname for her account profile
14. Which of the following is true about technology certifications?
- A. Tests typically are taken at an authorized testing center.
 - B. They are usually free.
 - C. They can demonstrate your commitment to your chosen area.
 - D. Most certifications require coursework assignments.
15. For what purpose does a computer use instructions?
- A. to create output
 - B. to tell the computer how to perform a particular task
 - C. to determine which app to use
 - D. to provide security recommendations
16. Which of the following best defines convergence as it relates to technology?
- A. the increasing integration of technological capabilities on a growing number of previously unrelated devices
 - B. the tendency of apps to become more functional as usage increases
 - C. the relative importance of a platform as it gains more users
 - D. the narrowing scope of function of standalone devices
17. Which of the following is true about game consoles and handheld gaming devices?
- A. Both are Internet capable and allow you to listen to music and watch TV or movies.
 - B. Both are small enough to fit in one hand.
 - C. Game consoles typically include a small screen used to play the game.
 - D. Game consoles are more portable.

18. Setareki is a new driver, and has been reading about how to avoid distracted driving. Which of the following should Setareki not do?
- A. ask his passengers to call or text for him
 - B. secure his dog
 - C. set up his GPS while driving
 - D. turn off or silence his phone
19. In project development, documentation is the _____.
- A. collection and summary of data, information, and deliverables specific to the project
 - B. user manual created during the last stage of development
 - C. list of developer guidelines that they follow
 - D. reference material used to learn the code needed
20. Sneha is talking to a colleague about the app she is developing. Her colleague asks her what the scope of the project is. She answers his question by telling him the project's _____.
- A. system requirements
 - B. goals, objectives, and explanations
 - C. tools and languages
 - D. ideal users

Section B -Short Answer questions (48 marks)

1. Define the term, digital literacy. What does it mean to be a digital citizen? (2 marks)
2. Define the Internet of Things and kiosks. Describe its uses. (2 marks)
3. Explain how privacy has been impacted by technology. (2 marks)
4. Differentiate between hardware and software. (2 marks)
5. Define netiquette. What behaviors does it provide rules for? (2 marks)
6. Explain the relationship between a URL, a domain name, and an IP address. (2 marks)
7. List considerations before selecting an ISP. (2 marks)
8. How do e-commerce sites use cookies? (2 marks)
9. Describe the components of an email address. (2 marks)
10. Differentiate between RAM, ROM, and virtual memory. (2 marks)
11. List factors to consider when purchasing a computer or device. (2 marks)
12. Differentiate between information and data. (2 marks)
13. Define the terms, computer crime, and cybercrime. (2 marks)
14. Define the term, technology addiction. List other examples of behavioral risks associated with using technology. (2 marks)
15. How can you responsibly dispose of e-waste? (2 marks)
16. Define the term, digital security risk and explain the importance of a digital detox. (2 marks)

17. Define the term, social engineering and explain how and why you should protect your online profile. (2 marks)
18. Explain the role of usernames and passwords. (2 marks)
19. Define the terms, command, and user response. Give an example of a user response. (2 marks)
20. Explain how an ink-jet printer and laser printer work and differentiate between toner and an ink cartridge. (2 marks)
21. Differentiate between writing and reading data to storage media. (2 marks)
22. Define the terms, solid-state media, and hard disk drive. List devices that use SSDs. (2 marks)
23. List the advantages of cloud storage. (2 marks)
24. Describe the role of the system analyst. (2 marks)

Section C - Long Answer Questions **(32 marks)**

1. Describe the role of the CPU and motherboard and define the term, operating system. (4 marks)
2. Define the terms, web and Internet. Explain how ARPANET contributed to the growth of the Internet. (4 marks)
3. Define and list examples of input and output devices. List ways to protect yourself from hardware radiation. (4 marks)
4. Define the different types of computer viruses. List steps to protect yourself from viruses and other malware. (4 marks)
5. List symptoms of RSI. What factors cause RSI, and how can you prevent it? (4 marks)
6. Explain and list examples of word processors, spreadsheets, and presentation software included in the Microsoft Office suite and the alternatives. (4 marks)
7. List and describe types of biometric security measures. Explain the advantages and disadvantages of biometric devices. (4 marks)
8. List examples of how the following use databases: businesses, schools, retail businesses, and medical offices. (4 marks)

The End

