

## Answers

**Q1: What does each of the following acronyms stand for?**

- a) **CPS:** Character Per Second
- b) **PPM:** Paper Per Minute
- c) **CRT:** Click through Rate
- d) **LCD:** Liquid Crystal Display
- e) **TFT:** Thin Film Transistor
- f) **DPI:** Dot Per Inch

**Q2: Fill in the blanks with the appropriate words given in the box below.**

Computer- based training	E-Commerce	Multimedia	CODEC
Echo cancellation	Webcam	Teleworking	Modem

- a) **Teleworking** is working away from office, usually at home, with the use of computer technologies
- b) Many educational software use a **computer-based training** approach, so that students learn by using and completing exercises with the software.
- c) E-learning packages that usually contain **multimedia** effects that make learning more interesting and interactive.
- d) A **webcam** is a device used to capture still images and video images.
- e) **CODEC** is important software in video conferencing to keep communication synchronized.

**Q3: Tick True or False next to each of these statements**

	True	False
To send or receive emails, you need an emailing software	True	
Users can interact with the Internet through the Netscape Communicator	True	
LAN is less secure than WAN		False
Data is transmitted along leased lines or satellites in LAN		False
A webpage is a collection of related websites	True	

**Q4: a) What do you understand by the term “sorting”?**

**Sorting** is a common task that allows you to change or customize the order of your spreadsheet data.

b) **What is the difference between sorting in ascending and descending order?**

**Ascending** means smallest to largest, 0 to 9, and/or A to Z and descending means largest to smallest, 9 to 0, and/or Z to A.

**Q5: Define the following:**

- a) **Workbook:** A workbook is a collection of one or more spreadsheets in a single file.
  
- b) **Quick Access Toolbar:** The Quick Access Toolbar is a customizable toolbar that contains a set of commands that are independent of the tab on the ribbon that is currently displayed.
  
- c) **Name box:** The **Name Box** normally displays the address of the "active cell" on the worksheet.

**Q6: E-banking is becoming popular nowadays.**

- a) **2 advantages which a customer benefits from using e-banking.**
  - No need to stand in queues
  - Can bank at a time convenient to you almost 24/7
- b) **2 disadvantages which a bank benefits in providing e-banking.**
  - It is harder to sell other services that may be on offer
  - Fewer customers contact and so harder to build personal relationships with their customers
- c) **2 concerns which customers may have regarding e-banking.**
  - Requires you to have a computer and Internet access to use it
  - You need to be very aware of fake emails arriving in your inbox. They pretend to be from your Bank.