YEAR 11B OFFICE TECHNOLOGY

INSTRUCTIONS

1. SIMPLY READ YOUR NOTES THOROUGHLY

2. READ THE QUESTIONS CAREFULLY

3. WRITE YOUR ANSWERS IN YOUR ACTIVITY BOOK

WEEK 3: 14.06.21 – 18.06.21

SECTION A   **MULTIPLE CHOICE**

Circle the best answer.

1. A global system of interconnected computer networks that use the internet protocol suite is known as

    A. Network
    B. Websites
    C. Internet
    D. Email

2. In which year was the internet born?

    A. 1960
    B. 1970
    C. 1980
    D. 1990

3. Search engine helps users locate information on the web, an example of a search engine is

    A. Firefox
    B. Google
    C. Safari
    D. Chrome

4. In email, added files are commonly known as
    A. Signatures
    B. Attachments
    C. Email addresses
    D. Subject

5. An advantage of using the internet is that it
    A. Stops children from going out
    B. Encourages negative activities
    C. Promotes violence
    D. Downloads music and video faster

6. How many parts does an email message have?
    A. 1
    B. 2
    C. 3
    D. 4

7. In email, the "paper clip" is the icon for
    A. Recipient's address
    B. Subject
    C. Signature
    D. Attachments

8. Cloud storage is the act of saving information in cloud servers, an example of cloud storage is
    A. Hard drive
    B. Google drive
    C. USB drive
    D. CD Drive

9. A cyber-crime that damages or destroys data rather than stealing is known as
    A. Software piracy
    B. Hacking
    C. Cyber terrorism
    D. Computer vandalism

10. A software that identifies and removes computer viruses is known as

    A. Antivirus software

    B. Authentication

    C. Firewall

    D. Data backup

SECTION B   SHORT ANSWER QUESTIONS

A. State the one type of authentication

B. Identify two causes of phishing

C. Differentiate between a hacker and a cracker.

D. Label the icons shows below

1		LABEL	2		LABEL

E. Describe two uses of the internet.

F. State two example of electronic commerce(e-commerce)

G. Name the parts of the URL shown below.

H. Differentiate between webcasts and podcasts in relation to delivering media content.

I. Identify the different parts of the memorandum below.

Memorandum

TO: GTS Sales Staff

FROM: Karen Moore

CC: Mr. John Sakazaki

DATE: April 18, 2008

SUBJECT: Customer Presentation

1.

The JSKL Marketing presentation you prepared last week to showcase our new product line was exceptional!

Your enthusiasm, sales strategy, and product knowledge were impressive and certainly sealed the deal with Mr. Lockhart!

Thank you for your outstanding work and dedication. Bonus checks will be distributed next week.

My sincere congratulations to all of you!

2.

In short, for a Business Memo . . .

- Use **block format** (no indents).
- **Single space** the text.
- Use 10 or 12 point **font size**.
- Business may require use of **letterhead**.
- **Margins may vary**, depending on letterhead style of if letterhead has a business address side bar, as this example shows.

BODY OF THE MEMO
- **Memorandum (heading)**
- **To:**
- **From:**
- **Reference or Subject:**

- Start the **introduction** or provide an **executive summary** (depending on type of memo). You do not necessarily have to label this part.

- Present main body of the memo with labeled parts.

- You may provide some indication of the end of the memo (END)

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J. Identify the different parts of the letter below.

1–1.5" (2.5–3.8 cm) Margin

1–1.5" (2.5–3.8 cm)

1–1.5" (2.5–3.8 cm) Margin

Address
Address
Phone

1 line

Date today

4 lines

Recipient's Name
Company Name
Address

1 line

Dear (Recipient's Name):

1 line

SUBJECT

1 line

The main characteristic of full-block letters is that everything (except maybe a preprinted letterhead) is flush with the left margin. Full-block letters are a little more formal than modified block letters.

1 line

If your letter is only one page, type the complimentary closing and optional components as shown below. Otherwise, type them on the last page of your letter.

1 line

Sincerely

4–5 lines

Signature
Your Name, Title

1 line

Identification Initials
Enclosures: (Number)

1 line

CC: Name for Copy
BCC: Name for Copy

1–1.5" (2.5–3.8 cm) Margin

K.
L.