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CHAPTER 2: BUSINESS INFORMATION

TRUE OR FALSE

T   F   1. Today, all networked information is sent using digital formats.

T   F   2. A single bit of information represents two states or values.

T   F   3. The terms byte and octet describe the same amount of information.

T   F   4. Voice communication can only be done using an analog signal.

T   F5. PBX and Centrex systems provide similar functionality from the users point-of-view.

T   F6. Services transmitting video information use a series of vector images to represent moving images.

T   F7. System response time and system cost are closely related to each other.

T   F8. Response time is extremely important when implementing email systems.

T   F9. When transmitting video information, compression ratios can range as high as 100:1 with little loss of perceived quality.

T   F10. Interlacing is a method of reducing the bandwidth requirements for video transmissions.

T   F11. When using analog communications, channel capacity is measured in hertz (Hz) where 1 Hz equals 1000 oscillations per second.

T F12. The United States national version of IRA is referred to as the American Standard Code for Information Interchange (ASCII).

T F13. Common examples of data include text and numerical information.

T F14. Raster graphics involves the use of binary codes to represent object type, size, and orientation.

T F15. The Joint Photographic Experts Group (JPEG) is a collaborative standards-making effort between ISO and ITU-T.

MULTIPLE CHOICE

1. Which of the following represents a digital form of information?

    A. a gas gauge

    B. a fax transmission

    C. a watch that displays time as HH:MM

    D. a page filled with English prose

2. Which of the following represents the most basic unit of digital information?

    A. byte   B. nibble

    C. pixel   D. bit

3. Standard voice telephone lines, such as those found in residences, limit bandwidth to:

    A. 300 Hz   B. 3,400 Hz

    C. 20,000 Hz   D. 1,410,000 Hz

4. A stereo compact disc typically requires the bandwidth for each channel to be:

    A. 300 Hz   B. 3,400 Hz

    C. 8,000 Hz   D. 20,000 Hz

5. When using data communications with 8-bit codes, the number of alphabetic symbols

    A. must be exactly 256 B. must be exactly 512 C. can be greater

    than 1024 bytes D. must be less than 256

6. The time interval between when a user presses a key and when the result of that action arrives at his or her workstation is called the:

    A. response time B. turn-around time C. think time D.

    delay time

7. In digital systems, the information rate and the capacity of a digital channel are measured in:

    A. mhz   B. dps

    C. bps   D. ghz

8. Analog information sources include:

    A. sounds   B. music

    C. video   D. all of the above

9. Historically, the most commonly used text code is the _____, in which each character in this code is represented by a unique 7-bit pattern.

    A. UTF-8   B. IRA

    C. Morse code   D. none of the above

10. The number of different characters that can be represented in the International Reference Alphabet text code is:

    A. 512   B. 256

    C. 128   D. 64

11. _____ is capable of representing symbols and characters used in all the major languages spoken around the world.

    A. UTF-8   B. ASCII

    C. IR   D. UCST

12. A ___ is the smallest single component of a digital image.

    A. RGB   B. megapixel

    C. pixel   D. none of the above

13. _____ images are the most common type of image being transmitted over today's enterprise networks.

      A. Color   B. Black and white

      C. Pixilated   D. Grayscale

14. The most widely used format for raster-scan images is referred to as _____.

      A. TIFF   B. JPEG

      C. PNG   D. PDF

15. _____ screens use thin sandwiches of glass containing a liquid-crystal material to display images.

      A. PDF   B. LCD

      C. CRT   D. all of the above

SHORT ANSWER

1. A _____ system uses a sequence of discrete, discontinuous values or symbols to represent information.

2. Nondigital _____ systems use a continuous range of values to represent Information.

3. With _____ compression receivers can reproduce an exact digital duplicate of the original audio stream transmitted by the sender by expanding/decompressing the file that is received.

4. When _____ compression is used, irreversible changes are made to the original file that diminish the quality of the original audio stream when the receiver decompresses the file.

5. A _____ is an on-premise telephone switch, owned or leased by an organization that interconnects the telephones at that location and provides outside access to the public telephone systems and other voice services.

6. _____ files contain very little formatting and do not support formatting such as boldface, italics, or underline.

7. _____ consists of information that can be represented by a finite alphabet of symbols, such as the numbers 0 through 9 or the symbols represented on a computer keyboard.

8. Some of the International Reference Alphabet text code patterns represent invisible, nonprintable characters called _____.

9. The _____ (IRA) character set is the most common format for English language text files.

10. _____ is a 16-bit code that is backward compatible with IRA/ASCII.

11. The _____ service supports the communication of individual pictures, charts, or drawings.

12. A representation of images that uses straight and curved line segments is called _____

13. A representation of images that uses an array of pixels is called _____.

14. _____ is a page-description language that is built into many desktop printers and virtually all high-end printing systems.

15. _____ is a subjective measure of the user's perception of the overall value of the network application or service.