

UNIT

10

Information/Reference Sources and the Internet

REVIEW QUESTIONS

PART A: TRADITIONAL (NON-INTERNET) SOURCES

Complete the following sentences by filling in the blanks.

1. A/An _____ directory provides information about the locations of businesses and residences.
2. Online library systems have replaced _____ catalogues.
3. A/An _____ may be described as a "grab bag" of assorted information.
4. _____ are the most common biographical references.
5. _____ involves the origins of words.
6. Dun and Bradstreet provides _____ and _____ to subscribers.
7. Free _____ are available from the _____ that publishes them.
8. _____ list each of the three levels of government.
9. _____ will lead a researcher to specific information in a database.
10. Database services may be costly but _____ can be done at great speed.
11. To find what products Scott Paper manufactures, you would refer to a/an _____.
12. A/An _____ is similar to the Yellow Pages of a telephone book.

PART B: TRADITIONAL AND INTERNET SOURCES

Answer the following questions in the spaces provided.

1. Where would you find information about your new word processing software?

2. Name three specialized dictionaries available to specific professions.

3. Besides the definitions of words, what five other pieces of information are contained in a dictionary?

4. Which publication contains the names and addresses of over 20 000 companies?

5. Name three encyclopedias that contain historical facts and general information.

6. Where would you find information on making a marine telephone call?

7. Name two ways database services charge for accessing their databases?

8. Which directory provides information and ranking on the 500 largest industrial companies in the United States?

9. List five advantages of a commercial database.

10. Which database includes information from *The Globe and Mail* newspaper?

PART C: INTERNET

1. To gain Internet access, you must purchase Internet time from a/an _____ .
2. When using a search engine, you are searching the entire Web/Internet. True or false?
3. ISDN is a fast way to connect to an ISP. True or false?
4. DSL uses a TV cable to connect to an ISP. True or false?
5. To save time, _____ favourite Web sites.
6. Netscape and Internet Explorer are examples of Internet browsers. True or false?
7. List five things to consider when choosing an Internet provider.

8. Google and Yahoo are examples of Internet search engines. True or false?
9. When conducting a Web search, insert _____ around words that must be together.
10. Match the common Web file extensions in the righthand column with the correct meaning in the lefthand column. Place your answer(s); e.g., (f) in the centre column.

Meaning	Answer	Extension
Audio file	_____	(a) zip
Web page	_____	(b) jpg
Executable program	_____	(c) asp
Compressed collection of files	_____	(d) htm
Plain text file	_____	(e) wav
Web page generated in a specific way	_____	(f) gif
Image/picture file	_____	(g) exe
		(h) html
		(i) txt

11. What does the term *FTPSpace* mean?

12. When you copy a file/Web page from a remote computer to your computer, the process is called a/an _____. When you copy a file/Web page from your computer to a remote computer, it is known as a/an _____.

13. A/An _____ is a combination of hardware and software that protects computer networks from unwanted intrusions.

14. List five tips for searching the Internet.

15. What is *Usenet/Netnews*?

16. _____ is the protocol used to transfer information between Web servers and Web clients/customers.

17. Web pages use a text-based code called HTML, which is used to connect related text, web pages, and graphics. True or false?

18. What is a *Home Page*?

19. List four elements of effective Web page design.

20. What is *shareware*?

21. List the four steps to download and install a program from the Internet.

22. List five disadvantages of using the Internet.

23. What does *FAQ* mean?

24. A/An _____ is a unique string of characters used to identify and navigate a specific address/Web page on the Internet; e.g., www.pearsoned.ca/pitman.

CALCULATIONS

Insert the answers to the following calculations in the spaces provided.

1. Your local ISP charges \$30 per month for 30 hours connect time to the Internet. Any time after the thirty hours is charged at \$1.50 per hour up to 50 hours, then \$0.99 per hour for any time over 50 hours.

You just received your quarterly invoice showing the following hours of usage: January, 43.5 hrs, February, 65.5 hrs, and March, 75 hrs. What was the total of the invoice including GST?

2. Your office handbook is a valuable resource containing management and clerical department locations and telephone numbers, safety tips, emergency numbers, etc.

Your backup supply of handbooks is low, so you make arrangements for a local print shop to print 50 handbooks. Each one contains 120 pages in 8 sections, plus the binder. If each page costs \$0.35, a set of dividers costs \$1.98, and a 3-ring binder costs \$4.95, what is the total cost of the handbooks including GST?

3. Your local library has cracked down on "loan offenders," those people who borrow books but who forget to return them. In order to motivate the offenders, the library has

lowered their penalty to \$0.35 a book for books up to a month late; \$0.45 for books between one month and six months, \$0.65 for books overdue between six and twelve months. For books over one year, the charge is \$4.00.

In the following categories, the number of books returned was:

< 1 month	54
1 – 6 months:	26
6 – 12 months:	32
over 12 months:	11

How much money was collected?

4. WorldSearch Inc. provides database services on a large scale. WorldSearch is currently upgrading its computer servers for better service. The following equipment is scheduled for installation in the next quarter. What is the total cost of the installation, including GST, for the quarter?

Five new XS9000 file servers @ \$45 000
Six modem racks @ \$8954 per rack
Supplies, cables, etc. @ \$2375
Six technicians @ \$55/hour for five days (figure 7 hour day)

5. You want to advertise your business in a local newspaper. You decide to run a business card advertisement for six issues @ \$15.35 per issue. The artwork cost you \$49.95. What is the total cost of the ad before taxes?
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RESEARCH ACTIVITIES

1. Some new technologies provide the tools for data mining. Research these technologies and present your findings in a newsletter.
2. Pick two weekly business magazines and compare their format and content. Create a poster chart comparing the two. Decide which one you prefer and present your findings in an oral report.
3. Compare four Internet search engines. Describe their functionality and present your findings in a written report.
4. Research what careers are available today in information and retrieval companies. What qualifications are required, experience, etc.? Where on the Internet are these types of careers advertised? Present your findings in an oral report.
5. The Internet has certainly changed the daily routine for many students. Imagine that your school is beginning to have problems with students who abuse their privileges. Design and create an acceptable use policy and present this to your colleagues for discussion.

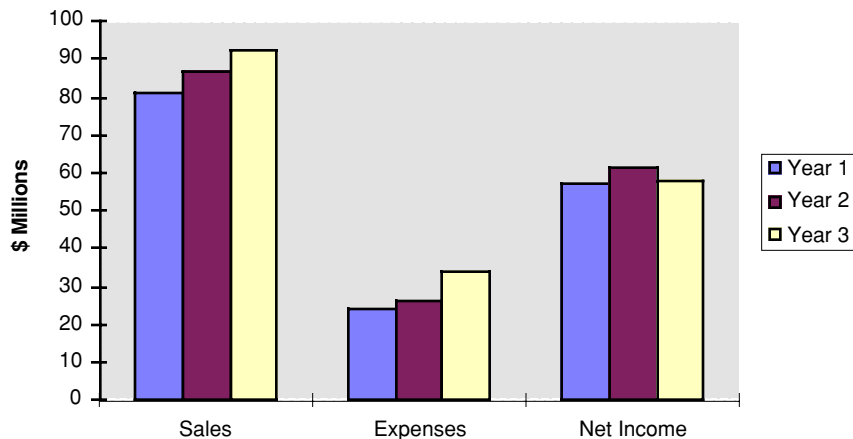
6. "Employers who monitor employees' Internet activity (including web sites they visit) violate the employees' rights." Research the ramifications of, and be prepared to debate, this statement.
7. What are *cookies*? Use four Internet search engines to research this term and discover the pros and cons of cookies. Present your findings in an e-mail to your instructor. In your e-mail, identify which search engine was the easiest to use and which one provided the most useful information.
8. Is cost really a disadvantage of the Internet? Discuss this question with your colleagues. Be prepared to defend your position with facts and figures.
9. The world is heading for a massive Internet traffic jam. The current technology, Internet protocol version 4 (IPv4) supports about 4 billion addresses – insufficient to cope with new cell phones and household devices that will be linked to the Internet. Research what North America, Europe, and Asia are doing to solve this problem. Present your findings in an oral report.

ON-THE-JOB ACTIVITIES

1. Use a telephone directory to find answers to the following:
 - a) Your employer wants to take a limousine to the train station. Look under the heading of _____.
 - b) Your employer wants to obtain some rates for storing old company records. Look under the heading of _____.
 - c) You need to find someone to wash the windows in the office. Look under the heading of _____.
 - d) You need a temporary to fill in for vacation relief on the reception desk. Look under the heading of _____.
 - e) You need someone to service your calculator. Look under the heading of _____.
 - f) You need car insurance for your new van. Look under the heading of _____.
 - g) You want to purchase a coffee grinder. Look under the heading of _____.
 - h) You need to find the telephone number of a Health and Welfare Organization. Look under the heading of _____.
 - i) You just broke a piece of crystal your colleagues gave you and you would like to see if it can be repaired. Look under the heading of _____.
 - j) The construction company you work for needs some more dynamite for a rock cut that they are working on. Look under the heading of _____.

- k) You are looking for the telephone number of Canada Customs and Revenue Agency. Where do you find this information?
_____.
- l) The store where you work part-time wants to call in a firm to count its inventory. Look under the heading of _____.
2. You are in charge of planning the company picnic for about 80 people. Make a list of the names, addresses, and phone numbers of five pizza take-out outlets nearby, and five soft-drink suppliers so that you can contact them and compare prices. (You should also think of an appropriate dessert item and find suppliers for it, too.) When you have done that, get in touch with two catering organizations that would handle the food and drinks for your picnic and find out what they would charge. Finally, present your findings in an easy-to-follow format and highlight your choices.
3. Sometimes information has to be interpreted when it is located. Look at the following bar graph and then answer the questions that follow in the space provided.

Threfeld Marketing Systems Inc.



- a) What was the value of sales in Year 3?

- b) Have sales increased steadily over the three years?

- c) In which year were the expenses the lowest?

- d) Has net income increased steadily over the three years?

- e) What sales figure would you project for Year 4?

f) What expenses figure would you project for Year 4?

g) In which year was net income the highest?

4. Your supervisor has asked you to prepare a brief overview (preferably in chart form) of five online services. At a minimum, he wants to know the basic subscription fee, the services offered, the ease of interface, and a contact telephone/fax number, and an e-mail address/web site. In addition, he wants a description of the hardware and software required to use a commercial database.

5. Computer-user groups have become an indispensable source of information on everything from buying hardware and software to writing a spreadsheet macro to customizing operating systems.

You have been asked to prepare a set of graphs relating to user groups and what they like best. These graphs will be displayed using a data projection unit. The first graph relates to who joins computer-user groups and the second to what they like best.

The following is the information for the first graph: Owner/president/chairperson, 25.3%; vice-president/general manager, 3.7%; professional/staff specialist, 34.7%; department head or manager, 10.1%; supervisor, 7.1%; technical/mechanical/production, 6.7%; administrative assistant, 2.8%; secretarial/clerical staff, 4.6%; other, 5.1%.

The following is the information for the second graph: Group purchase, 1.0%; training sessions, 3.5%; BBS, 13.4%; monthly newsletter, 41.9%; shareware disks, 3.3%; special events, 2.6%; socializing with members, 13.8%; general meetings, 11%; special-interest groups, 9.5%.

6. Visit on-line bookstores. Find out what products and services these on-line bookstores provide. Present your findings in an e-mail to your instructor.

7. Access your local government web site. Review the on-line information to see what is available. Bookmark any interesting pages.

8. Use the Internet to locate information on Thailand, specifically business services, manufacturers, and exporters. Prepare a brief oral presentation on your findings.

9. Your supervisor, Tracey Chau, has concerns about copyright protection for the company's creative works on the Internet. Prepare an e-mail to Ms. Chan outlining the current status of copyright law re: the Internet.

WHAT WOULD YOU DO?

In the space provided, indicate what you would do in the following situations.

1. You have to introduce a distinguished speaker to a group of your colleagues. You know nothing of her background.

2. You want to check the spelling of a legal term.

3. One of the employees in your department has asked if she can bring her daughter into the office on Saturday to access one of the commercial databases to which your company subscribes. She offers to pay all expenses incurred.

4. Your supervisor has asked you to obtain information on recycling programs for laser printer toner, computer paper, and office paper.

5. Your supervisor has asked you to obtain credit information on a new customer, Horsham Enterprises Ltd.

6. You have been asked to chair a meeting. You have not done this before and are not sure of the rules of conduct.

7. You want to import a spreadsheet into your word processing program but do not know how.

8. Your supervisor has asked you to find out what CD-ROMs are available to replace hard-copy general office reference books.

9. Your marketing department wants to advertise a new product line electronically. You have been asked to find out what is involved.

10. You need to check the spelling of a medical term for a workers' compensation accident report.

11. Neither your company nor the local public library has a book you want.

12. You own a small multimedia company. You want to find out what everyone else in the industry, around the world, is doing. You cannot afford to subscribe to hundreds of periodicals.

13. Your company subscribes to a commercial database service. Your supervisor is concerned about the costs of downloading information.
