Keyboarding Final Exam Study Guide

1. A virus is a piece of software that can replicate itself and infect a computer without the permission or knowledge of the user.
2. A virus can only spread when it is transmitted by a user over a network or the Internet, or through removable media such as CDs or memory sticks.
3. Some viruses: delete files, reformat the hard disk or cause other damage, replicate themselves and may present text, video, or audio messages, take up memory and may cause erratic behavior, system crashes and loss of data.
4. SPAM is electronic junk email.
5. SPIM is spam sent via instant messaging systems.
6. SPIT is Spam over Internet Telephony.
7. Spoofing is an attack in which a person or program masquerades as another.
8. Pharming (pronounced "farming") is an attack in which a hacker attempts to redirect a website's traffic to another, bogus website.
9. Spyware is software that is secretly installed on a computer without the user's consent. It monitors user activity or interferes with user control over a personal computer.
10. A keylogger is a software program that is installed on a computer, often by a Trojan horse or virus.
11. Keyloggers capture and record user keystrokes.
12. Adware is software which automatically plays, displays, or downloads advertisements to a computer.
13. Never click on links in emails.
14. Never open unknown attachments.
15. Do not give out personal information over the phone or in an email unless completely sure.
16. Set secure passwords and don't share them with anyone.
17. Keep your operating system, browser, anti-virus and other critical software up to date.
18. Verify the authenticity of requests from companies or individuals by contacting them directly.
19. Pay attention to the URLs of websites you visit. Malicious websites sometimes use a variation in common spelling or a different domain (for example, .com instead of .net) to deceive unsuspecting computer users.
20. For e-Mail, turn off the option to automatically download attachments.
21. Be suspicious of unknown links or requests sent through email or text message.
22. Identity theft and fraud are characterized by criminal use of the victim's personal information such as a social security number, to assume the victim's identity.
23. Identity thieves use the stolen personal information to: create fake identifications and obtain credit cards or access other resources and benefits.
24. Thieves and embezzlers can use computers to steal money from individuals or businesses.
25. A thief can gain online access to an individual's bank account using: a victim's stolen password, PIN, or Personal information.
26. The internet is often called the "information superhighway" because it allows people to find, share, and distribute information quickly and easily using computers.

27. Piracy is considered as: distributing and accessing illegal copies of copyright-protected digital books, movies, artwork, and software.
28. "Freeware" generally means the software is available at no charge (example: Skype, Yahoo, Adobe Reader).
29. "Shareware" is software in which the copyright is retained by the author, who intends to charge some (usually modest) amount for it, but users are allowed to try the software to see if it meets their needs before paying for it (example: Microsoft Office, Adobe Antivirus, and Norton Antivirus).
30. Public domain software is free is available at no cost (example: free books, free movies online).
31. Copyright is the law of the United States that protects the works of authors, artist, composers, and others from being used without permission.
32. Fair use protects the rights of the public to use limited use of copyrighted materials.
33. Fair use allows you to use a limited amount of copyrighted material for your educational use.
34. For motion media, you can use 10% or up to 3 minutes. For text material, you can use 10% or up to 1000 words. For music, lyrics and so forth you can use up to 10% but no more than 30 seconds of an individual's work.
35. Just because a page doesn't have the word or copyright ©, doesn't mean it isn't copyrighted.
36. You should always give credit or attribution to the person who created the work such as a photograph, sound recording, motion picture, or document.
37. The best policy is to write for permission to use the file. Find the contact person and compose an email message.
38. Proper Internet etiquette is often referred to as Netiquette.
39. Proper etiquette when e-mailing: 1) always identify yourself and keep your messages brief and to the point 2) include a concise subject line with all of your emails. Let your recipient know right away if any action is required of them 3) avoid "flaming" or sending insulting, abusive, or threatening remarks 4) avoid using ALL CAPITAL LETTERS in a message 5) remember that email is not necessarily private 6) do not spam others 7) include a signature line.
40. Proper etiquette when texting: 1) know the recipient 2) anticipate unintentional misinterpretations 3) unplug yourself for a while 4) don't text and drive.
41. Improper netiquette can affect: internships, college applications, recommendation letters, jobs in the future, and cyberbullying.
42. Review what is business casual, business ready, business professional and casual casual for both men and women (see PowerPoint).
43. Career & Technical Student Organizations (CTSO) engage students by: allowing students to develop and practice their leadership roles and allowing students to apply occupational (job related) and academic knowledge as a part of their program.
44. For each career & technical student organizations (CTSO), there is a: local, state, and national chapter.
45. Friendly letters have five parts: heading, salutation (greeting), body, closing, and signature.
46. A memo is: a short written communication that is often used in the workplace to provide information or ask for some form of action to take place.

47. Memos have six parts: heading, opening, summary, discussion, closing, and necessary attachments.
48. When writing a memo, use bulleted lists when needed if it helps make the information you're presenting clearer.
49. A cover letter is a document sent with your resume to provide additional information on your skills and experience.
50. Your cover letter should be one page or less.
51. Cover letter closing examples: sincerely, sincerely yours, kind regards, best regards, yours truly, respectfully, and thank you for your consideration.
52. Appropriate cover letter salutation: Dear _____.
53. A resume is a personal summary of your professional history and qualifications.
54. Key components needed in a resume: Heading, objective, education, skills, experience, and references.
55. Short question 1: You will have to write <u>heading</u> of a memo (please review).
56. Short question 2: You will have to write five skills needed to work at the Nike Outlet (please review).
57. Long question 1: You will have to write the <u>body</u> of a cover letter for a job a cashier position that you would like at McDonalds.

Body of a cover letter should include:
- **First paragraph:**
    - Why you are writing;
    - Mention the position you are applying for and where you saw the listing; and
    - Include the name of a contact, if you have one.
- **Middle paragraphs:**
    - Describe what you have to offer the employer;
    - Mention specifically how your skills and experience match the job ;
    - Use several shorter paragraphs or a bulleted list of your qualifications rather than one large block of text.
- **Final paragraph:**
    - Thanking the employer for considering you for the position; and
    - Include information on how you will follow-up.