

Office Systems & Technology
Chapter 5 – A

1. D - Antivirus Program
2. I - Backup
3. H - Database Administrator
4. C - End Users
5. A - Help Desk
6. G - Information Systems Personnel
7. B - Network Engineers
8. J - Programmers
9. K - Systems Analysts
10. F - Web Designers
11. E - Web Masters

- A. A support station staffed by an information technology specialist.
- B. An information technology position typically staffed by an electrical engineer with a certification in networks who can address the information technology infrastructure – hardware, software, data storage and networks.
- C. Business personnel who use the information system.
- D. Detects and deletes computer viruses.
- E. Monitor and maintain Web servers.
- F. Possess the technical and aesthetic skills for developing Web sites.
- G. Responsible for maintaining the hardware, software, data storage and networks.
- H. Responsible for the logical database design, development of the data dictionary, security of the data and monitoring how others use data.
- I. Storing a duplicate copy of the document or file in another location.
- J. Technical specialists who write and maintain code for the computer.
- K. Translate business requirements and problems into information technology requirements.

True or False

12. F - Birth dates and other personal information make for good passwords.
13. T - Firewalls are installed to protect unauthorized access to stored data.
14. T - Systems analysts are the liaison between the information technicians and business users.
15. T - Technology updates are helpful in learning new information about the organization's computer-based information system.