

**Chapter 8**  
**Office Systems and Technology**  
**Key Terms**

1. Application software	C
2. Boot	H
3. Command-driven interface	L
4. Context-sensitive menu	N
5. Control panel	O
6. Data mart	V
7. Data warehouse	X
8. Database management systems (DBMS)	B
9. Datamining	I
10. Defragmentation	T
11. Desktop	BB
12. Dialog box	D
13. Graphical user interface (GUI)	J
14. Help manual	R
15. Language translators	W
16. Manipulation language	AA
17. Menu bar	DD
18. Menu-driven interface	FF
19. Middleware	F
20. Multithreading	M
21. Operating system	Q
22. Performance monitor	U
23. Recycle bin	Z
24. Security monitors	CC
25. Shortcut	A
26. System software	G
27. Taskbar	E
28. Title bar	K
29. Toolbar	S
30. Utility programs	EE
31. Virtual memory	Y
32. Window	P

- A. A link to any item accessible on the microcomputer or the organization's network; displayed on the desktop as an icon, added to the operating system start button menu, or placed in specific folders. **(25) Shortcut**
- B. A system and an application software program that control the development, use, and maintenance of data stored in databases. **(8) Database management systems (DBMS)**
- C. Software that provides the instructions for processing general purpose applications for end users as well as applications specific to the organization's functional areas. **(1) Application software**
- D. Area where the end user and the computer system communicate; displays whenever the application or operating system software provides information to the end user or the software needs the end user to enter information or make a selection. **(12) Dialog box**
- E. Bar that contains a start button and icons for all application or operating system software that are running; the default location can be moved to the sides or top of the desktop, hidden, or customized. **(27) Taskbar**
- F. An interface that translates different operating system (computing platform) protocols and manages the exchange of information among different computing platforms and hardware devices. **(19) Middleware**
- G. Software that provides instructions to control computer operations, network management, database management, and system security for the organization's information system. **(26) System software**
- H. Method of turning the computer-based information system on. **(2) Boot**
- I. The analysis of data stored in a data warehouse to identify patterns and relationships for predicting future trends and consumer behaviors as well as making better decisions. **(9) Datmining**
- J. A combination of hardware and software that makes it easy for the end user to respond to computer messages, control the computer, and request information from the computer through the use of icons, bars, buttons, boxes, images, and pull-down menus. **(13) Graphical user interface (GUI)**
- K. Bar that displays horizontally across the top of the application or operating system software open window and includes the name of the software on the left side of the bar with minimize, maximize/restore down, and close buttons on the right side; the window name changes to coincide with the software window that is currently active. **(28) Title bar**

- L. Interface that requires the user to enter brief user commands to the operating system for decoding and execution (i.e. MS-DOS). **(3) Command-driven interface**
- M. A form of multitasking that concurrently executes more than one task of a single application. **(20) Multithreading**
- N. An on-screen menu that provides a shortcut to functions related to the window or object the pointer is on at the time of a right click with an input device. **(4) context-sensitive menu**
- O. Module that allows the microcomputer user to change the appearance and functionality of the operating system; in a networked environment, the end user may be locked out from changing the functionality of their desktop PC, notebook, or workstation operating system requiring the assistance from an information technology specialist. **(5) Control panel**
- P. An overlay on the desktop for the specific operating system or application software in use; includes a title bar, menu bar, and toolbar. **(32) Window**
- Q. Software that manages the operations of the central processing unit (CPU); controls the input, output, and storage resources and computer system tasks. **(21) Operating system**
- R. Documentation for each application (word processing, spreadsheet, etc.) from the vendor to support end users with software and troubleshoot issues; provides system and application assistance online and is typically accessed from the menu bar. **(14) Help manual**
- S. Bar located just below the menu bar that displays application or operating system software icons (tools) for frequently used menu options or commands that can be executed by simply pointing and clicking on the appropriate icon; can be customized to include only those functions the user frequently needs. **(29) Toolbar**
- T. The process of rewriting parts of a file to contiguous sectors on a disk to increase the speed of access and retrieval. **(10) Defragmentation**
- U. A tool that watches and adjusts the usage and performance of the computer-based information system; information technicians check output from the networked enterprise performance monitors to address system maintenance and issues; end users can check the microcomputer system diagnostics through the control panel system utilities. **(22) Performance monitor**
- V. A small data warehouse containing only a portion of the organization's data for a specialized function or work group. **(6) Data mart**

- W.** A system program that changes system and application software instructions (code), written in a programming language (C++, Visual Basic, HTML, COBOL), into a machine language (binary bits / 1s and 0s) understood by the computer; two ways to translate the system and application software instructions are with a compiler or an interpreter. **(15) Language translators**
- X.** System that integrates current and historical transaction data from the organization's multiple databases and/or storage area networks (SAN) so end users can use report and query tools to extract data for analysis and better decision making (datamining). **(7) Data warehouse**
- Y.** Simulates more primary memory (RAM) space by dividing a software program into fixed pages whereby the system places into RAM only those modules (pages) currently in use and brings other "pages" from secondary storage when needed. Allows users to work with application or system software that are more complex (larger) than what primary memory can handle at one time. **(31) Virtual memory**
- Z.** Area that stores deleted items until emptied; if not emptied, any deleted item can be retrieved/restored. **(23) Recycle bin**
- AA.** Language that contains commands that permit end users to interactively extract data from a database management system (DBMS) for specific information needs (also called query). **(16) Manipulation language**
- BB.** Place where the operating system displays a taskbar and program or file icons once the computer system has completely booted; default icons include computer directory, documents, network places, recycle bin, and network browser. **(11) Desktop**
- CC.** Technology that controls the use of hardware, software, and data resources by maintaining statistics on system use and unauthorized access; the statistics provide IT technicians/managers with important security information. **(24) Security monitors**
- DD.** Bar located just below the title bar that typically includes file, edit, view, insert, format, tools, and help functions; clicking or pointing results in a pull-down menu for various functions specific to the application or operating system software. **(17) Menu bar**
- EE.** Operating system software programs for routine, repetitive tasks including creating directories, creating new folders, restoring deleted files, editing, security, disk defragmentation, and formatting disks. **(30) Utility programs**
- FF.** System that presents a menu of options on the monitor where the user selects the correct option by pointing and clicking with an input device; many ATM and information kiosks have menu-driven interfaces. **(18) Menu-driven interface**

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