



McGraw-Hill

A Division of The McGraw·Hill Companies

Computers! Fifth Edition

Copyright © 1996, 1994, 1992, 1989, 1987 by The McGraw-Hill Companies, Inc. All rights reserved. Printed in the United States of America. Except as permitted under the United States Copyright Act of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher.

TP301-2-5

Sponsoring editor: Frank Ruggirello
Associate editor: Rhonda Sands
Editorial assistant: Kyle Thomes
Production supervisor: Natalie Durbin
Project manager: Gary Palmatier

Photo Researcher: Laurel Anderson, Photosynthesis

Copyeditor: Elizabeth von Radics

Illustrator: Robaire Ream

Interior designer: Gary Palmatier Cover designer: Gary Palmatier

Cover photographers: Chigmaross/Davison (Superstock)

Compositor: Ideas to Images

Printer and binder: Von Hoffman Press, Inc.

3 4 5 6 7 8 9 0 VNH VNH 9 0 9 8 7

ISBN 0-07-065297-X

Library of Congress Card Catalog No. 95-79166

Information has been obtained by The McGraw-Hill Companies, Inc., from sources believed to be reliable. However, because of the possibility of human or mechanical error by our sources, The McGraw-Hill Companies, Inc., or others, The McGraw-Hill Companies, Inc., does not guarantee the accuracy, adequacy, or completeness of any information and is not responsible for any errors or omissions or the results obtained from use of such information.

International Edition

Copyright © 1996

Exclusive rights by The McGraw-Hill Companies, Inc., for manufacture and export. This book cannot be reexported from the country to which it is consigned by The McGraw-Hill Companies, Inc. The International Edition is not available in North America.

When ordering this title, use ISBN 0-07-114778-0

Preface

As we prepared to write the fifth edition of *Computers!*, we were again reminded of the speed at which technological change takes place. Expanding interest in the Internet and the new Windows 95 operating system has forced us to rethink how and when we embrace changes to our classrooms. Graphical user interfaces are the standard as local area networks become commonplace. This technological revolution has changed the core knowledge demanded of the productive worker and informed citizen. These issues and others are addressed in the fifth edition of *Computers!*

Computers! is designed to help you convey to students *why* certain knowledge is essential, *what* is important, and *how* this information can be applied. The wealth of information available can be overwhelming. *Computers!* will help you show students how this information is relevant. It is written to be easy to understand by people young and old who have little or out-of-date technological experience. To these people, your students, we hope to provide an up-to-date guide to information technology.

NEW TO THIS EDITION

We see in our own computer labs how often network concepts such as login procedures are intertwined with basic computer concepts like booting a PC. Furthermore, fax machines, electronic and voice mail, and tales from the Internet have become so commonplace that students need an early introduction to this aspect of information technology.

Earlier Introduction to Networks

In the past, network and related issues have been relegated to a chapter at the end of the hardware unit. *Computers!* 5e places the network and data communication chapter in the introductory unit. The technical discussions of specialized communication hardware and related protocols are found later in the chapter on storage and communication hardware.

Windows 95

We were a part of Microsoft's beta-testing program for Windows 95 and have incorporated screen captures, feature-by-feature comparisons to Windows 3.1 and

Macintosh's System 7.5 (A Closer Look, chapter 3), and a hands-on tutorial (Appendix C) you can use to introduce Windows 95. However, the focus of this book is not Windows 95, nor any specific software package or hardware. As with earlier editions of *Computers!*, the focus is on common features, how things work, and ways that computers make you more productive.

Buyer's Guide to Personal Computers

The appendices link *Computers!* 5e to hands-on work with personal computers. An updated guide to buying a PC is now Appendix A. Appendix B provides a hands-on Windows 3.1 tutorial that introduces the same features shown in the Windows 95 tutorial (Appendix C). MS-DOS/PC-DOS is introduced in a similar way in Appendix D.

Switching the Hardware and Software Units

The fifth edition of *Computers!* returns the detailed look at hardware concepts to Unit II, followed by the overview of common software tools, such as word processing and electronic spreadsheets, in Unit III. The first two editions successfully used this design, and moving hardware concepts forward facilitates an earlier introduction of network and data communication issues.

Software Explorations

New with this edition are 16 software tutorials, called *Explorations*, that build on themes introduced in the text. For example, Exploration 4 walks students through a simulated Internet session while chapter 4 introduces the Internet and related network concepts. The complete set of 16 Explorations is available to adopters through our World Wide Web site (http://mgh.willamette.edu/mgh/) or on the Instructor's CD-ROM for distribution to students.

Electronic Study Guide

The Windows-based *Interactive Study Guide for Computers!* can be bundled with the text for students. This guide provides a concise review of key concepts and terms along with crossword puzzles, drag-and-drop problem solving, and other interactive exercises. All of the Explorations are easily incorporated with the reviews and exercises provided by the guide. A powerful progress management program is also included to help students track their progress and pinpoint specific areas of difficulty.

Visual Basic and QBASIC Supplements

The fifth edition of *Computers!* is slimmer than earlier editions. This was accomplished, in part, by replacing the BASIC appendix with programming supplements written by Jeff Stipes. These materials take an innovative approach to teaching Visual Basic (*A Quick Look at Visual Basic*) or QBASIC/QuickBASIC (*A Quick Look at QBASIC*) in six hours of class time or supervised lab time. Students learn to code by creating forms and subprograms that complete a campground registration program.

KEY FEATURES

Educators who have used earlier editions of *Computers!* have said that its enduring strengths lie in its readability, comprehensive coverage, and modular design. We have tried to build on these strengths in the following ways.

Flexible Design

This textbook contains much more than just explanations of current computer concepts. You can deliver this information to your students by using different chapter combinations and a variety of teaching tools. A practical guide to purchasing a personal computer system is found in Appendix A. Hands-on introductions to Windows 3.1, Windows 95, and DOS round out the appendices. The Explorations provide a computer-based interactive learning experience which reinforces basic computer concepts. Furthermore, the Visual Basic and QBASIC supplements, along with more than three dozen tutorial lab manuals for popular application packages and user interfaces, can be integrated with the concepts covered in *Computers!*.

Pedagogy

As in previous editions, *Computers!* emphasizes the integration of terms and concepts with the students' need to apply this information to their present and future work. Each chapter contains the following pedagogical features to support this goal:

- Chapter Opener—topical outline of the chapter
- From the User's Point of View—aids students' continuous search for relevance in what they are asked to learn
- Chapter Facts—succinct presentation of the most important information in each chapter
- Terms to Remember—listing of key words and phrases
- Mix and Match—asks students to fill in key terms that fit related definitions
- Review Questions—objective questions about the principal points in the chapter, easily answerable from the text
- Applying What You've Learned—questions and projects requiring creative thought and independent research by the student

Additional exercises using Terms to Remember and Review Questions are provided in the *Interactive Study Guide for Computers!* and the printed *Student Study Guide*. Together, these materials will help to motivate and reinforce student learning.

Real-World Applications and Examples

The fifth edition includes many scenarios using technology in real situations. This alerts students to how all-encompassing technology really is. In addition, three features of special interest appear in each chapter:

Did You Know? These are short sidebar articles that highlight topics of practical or special interest to students.

Who's Who? Each dossier presents a brief look at the people responsible for the technological innovations that change our lives:

- ♦ Chapter 1: Blaise Pascal; Steve Jobs and Steve Wozniak
- ◆ Chapter 2: John W. Mauchly and J. Presper Eckert
- ♦ Chapter 3: William "Bill" Gates
- ♦ Chapter 4: Mitch Kapor
- ♦ Chapter 5: John Bardeen, Walter Brattain, and William Shockley;
 - Robert Noyce, Marcian Hoff, and George (Gilbert) Hyatt; Jack Kilby
- ◆ Chapter 6: Joseph Marie Jacquard
- ♦ Chapter 7: Herman Hollerith; George Boole
- ♦ Chapter 8: Bruce Bastian and Alan Ashton
- ♦ Chapter 9: Daniel Bricklin and Robert Frankston
- ♦ Chapter 10: Douglas Englebart
- ♦ Chapter 11: Dr. Edgar F. Codd
- ♦ Chapter 12: Thomas John Watson Sr.
- ♦ Chapter 13: Charles Babbage; Augusta Ada Byron
- ♦ Chapter 14: John G. Kemeny and Thomas E. Kurtz; Grace Murray Hopper
- ♦ Chapter 15: Peter Norton
- Chapter 16: Karl Alex Müller and J. Georg Bednorz

A Closer Look at... Every chapter wraps up with an in-depth and graphical investigation of a topic presented in that chapter:

- ♦ Chapter 1: Personal Computing
- ◆ Chapter 2: Buying a Computer System
- ♦ Chapter 3: Windows 3.1, Windows 95, and the Macintosh OS
- ♦ Chapter 4: The Internet
- ◆ Chapter 5: Manufacturing a Chip
- ◆ Chapter 6: Environmentally Conscious Computing
- ♦ Chapter 7: Upgrading a Personal Computer
- ♦ Chapter 8: Selecting a Word Processing Package
- ♦ Chapter 9: Designing a Better Worksheet
- ♦ Chapter 10: Computer Art
- ♦ Chapter 11: Hypermedia
- ♦ Chapter 12: Presentation Software
- ♦ Chapter 13: Project Management Software
- ♦ Chapter 14: Programming Languages
- ♦ Chapter 15: Privacy—Is It Still Possible?
- ♦ Chapter 16: Emerging Technologies

The result, *Computers!* 5e, is a comprehensive, flexible multimedia package designed to help you introduce computer concepts and promote computer awareness to students with various backgrounds and needs.

SUPPLEMENTARY MATERIALS

The following supplementary materials were developed to help customize *Computers!* to your unique teaching style and course objectives.

Complete Instructor's Manual

The *Instructor's Manual* for this edition contains detailed support material for each chapter:

- Lecture outline
- Additional material for lectures not found in the text
- Teaching tips
- Definitions of Terms to Remember and related page numbers
- Complete answers to the Review Questions
- Suggestions for related lab assignments and class projects not included in the Student Study Guide
- Bibliographic list for additional research

Instructor's CD-ROM

The accompanying CD-ROM combines electronic versions of material found in the *Instructor's Manual* with multimedia support materials, including PowerPoint presentations and stand-alone software explorations.

- PowerPoint presentations for each chapter
- Exploration software for each chapter
- Authors' lecture notes with teaching tips
- Answers to chapter Review Questions

Student Study Guides

The printed *Student Study Guide* includes space for answering in-text Review Questions, projects with related worksheets, crossword puzzles, Mix and Match exercises, and references for each chapter. Answers are printed in the back of the *Student Study Guide*.

The *Interactive Study Guide* provides a concise review of key concepts and terms on disk, plus crossword puzzles, drag and drop problem solving, and other interactive exercises.

Computerized and Printed Test Bank

More than 2,000 true/false, multiple-choice, and fill-in questions correspond to the Terms to Remember and Review Questions in the text. These are available in printed form and on disk with MicroTest's Windows-based test generator.

Internet Home Page

Look us up on our World Wide Web home page at http://mgh.willamette.edu/mgh/. The Computers! Web site contains up-to-date information related to the text, updates on assignments and exercises, and provides a way to communicate with the authors.

Broadcast Quality Videotapes

Ten 10-minute "lecture launcher" video clips on today's hottest computer topics and issues are available to adopters. Taken from the popular series by PCTV, Inc., *The Computer Chronicles*, they offer an exciting cutting-edge introduction to any lecture.

Application Software Tutorials

A variety of hands-on tutorials are available, covering current versions of PC and Macintosh operating systems; word processing, spreadsheet, database, presentation, and integrated software; and commercial software and shareware. For a current list of these materials, contact your McGraw-Hill sales representative.

SPECIAL ACKNOWLEDGMENTS

It is impossible for textbook authors to produce a book alone. Many people have been involved in this project. Some deserve our special thanks for their care and help. At the top of our list is Rhonda Sands of McGraw-Hill. Her quick wit and humor kept us going. The wonderful presentation of text is due to fine production experts including Gary Palmatier of Ideas to Images; Laurel Anderson of Photosynthesis; copyeditor Elizabeth von Radics; and Frank Ruggirello, Natalie Durbin, and Roger Howell of McGraw-Hill.

Our very dear friend Nina Davis provided innumerable insights into the real world of systems design and analysis that fine-tuned chapter 13. Many of the "conventional wisdoms" presented in Appendix A can be credited to Roger Carlson, whose own wisdom was a great contribution to this manuscript and earlier editions. Jeff Stipes's work on spreadsheets from *Software Tools in Business* (McGraw-Hill, 1991) was the inspiration for chapter 9. Nor can we forget David Kroenke's five-component model and insights about business systems. To each of these individuals, a very special thank-you.

Finally, we would like to thank these people for their assistance with *Computers!* in both this and previous editions: Geoff Alexander, Cabrillo College; Julius Archibald, Plattsburgh State University; Phil Anderson, Muskegon Community College; Gary Armstrong, Shippensburg University; Kathryn Baalman, St. Charles County Community College; Julie Barnes, Bowling Green State University; Dr. Bauers, Fairmont State College; Jim Blaisdale, Humboldt State University; Don Bogema, Muskegon Community College; Jack Breglio, Rancho Santiago College; Susan Brender, Boise State University; Harry Brown, Muskegon Community College; Bruce Burns, Fish-Are-Us; Keith Carver, Sacramento City College; Jane Cochran, Southwestern Community College; Lee Cornell,

Preface

Mankato State University; William Cornette, Southwest Missouri State University; Steve Deam, Milwaukee Area Technical College; Kent DeYoung, Muskegon Community College; Pat Fenton, West Valley College; Marie Flatley, San Diego State University; Stan Foster, Sacramento City College; Janet Gerth, Essex Community College; Gene Gordon, Bloomsburg University of Pennsylvania; Tim Gottleber, North Lake College; Professor Haag, University of South Florida; Larry Haffner, McKendree College; Terry Hamberger, York College of Pennsylvania; Rick Hamill, Beech Tree Farm; Cindy Hanchey, Oklahoma Baptist College; Frank Hannum, Eight-Bit Corner; Pat Harris, Mesa Community College; Greg Hodge, Northwestern Michigan College; Enid Irwin, Santa Monica College; Peter Irwin, Richland College; Maribeth King, Kigore College; Linda Knight, Northern Illinois University; Linda Lantz, Community College of Aurora; Robert Lingvall, Southwestern College; Thom Luce, Ohio University; James Mathews, Siena College; Lynn McAustin, Cuesta College; Paula McClurg-Ziemelis, Muskegon Community College; Marty Murray, Portland Community College; Richard Otto, David Chapmen Agency; Michael Michaelson, Palomar College; Blair Morrissey, Muskegon Community College; Patti Nunnally, John Tyler Community College; John Pfuhl, Monmouth College; Randy Pidhayny, Silicon Graphics; Robert Pobasco, University of Idaho; Daniel Randles, General Telephone; Herb Rebhun, University of Houston-Downtown; Joan Roberts, Front Range Community College; John Salzsieder, Phillips University; Bill Sias, Brunswick; Rosemary Skeele, Seton Hall University; Rod Southworth, Laramie County Community College; Jesse Sprayberry, Muskegon Community College; Roger Stoel, Muskegon Community College; Earl Talbert, Central Piedmont Community College; Nancy Tate, Washburn University; Antony Tiona, Broward Community College; Todd Trainor, Mailbox Etc.; Robert Vanderlaan, Muskegon Community College; Kenneth Walker, Weber State University; Randy Weinberg, St. Cloud State University; David Wen, Diablo Valley College; Dave Wenk, Martin-Marietta Corporation; David Whitney, San Francisco State University; Francis Whittle, Dutchess Community College; Louis Wolff, Moorpark College; and Bob Wright, Muskegon Community College.

Timothy N. Trainor
Diane Krasnewich
Muskegon, Michigan

Contents Summary

此为试读,需要完整PDF请访问: www.ertongbook.com

| Unit I | Information Technology | 1 |
|----------|---|------------|
| | Chapter 1 End-user Computing 2 Chapter 2 Computer Information Systems 26 Chapter 3 Software Interfaces 54 Chapter 4 Linking Information Technology 88 | |
| Unit II | Computer Hardware | 121 |
| | Chapter 5 Processing Hardware 122 Chapter 6 Input and Output Hardware 156 Chapter 7 Storage and Communication Hardware 188 | |
| Unit III | Software Tools | 219 |
| | Chapter 8 Word Processing and Desktop Publishing 220 Chapter 9 Electronic Spreadsheets 256 Chapter 10 Graphics and Multimedia 286 Chapter 11 File and Database Management 316 | |
| Unit IV | Information Systems | 351 |
| | Chapter 12 Management and Decision Support Systems Chapter 13 System Design and Implementation 382 Chapter 14 Software Development 420 | |
| Unit V | Technological Trends | 455 |
| | Chapter 15 Privacy, Ethics, Crime, and Security 456 Chapter 16 Keeping Up with Change 488 | |
| | Appendices | 520 |
| | Appendix A Buying a Personal Computer System 520 Appendix B Operating a Personal Computer Using Windows 3.1 Appendix C Operating a Personal Computer Using Windows 95 Appendix D Introduction to MS-DOS/PC-DOS 592 | 534 564 |

Contents

| Preface xvii Unit I Information Technology | | |
|---|--|--|
| 1 End-user Computing 2 | 2 Computer Information Systems 20 | |
| INCREASING YOUR PRODUCTIVITY 3 | SYSTEM COMPONENTS 27 | |
| Impact on Critical Thinking 4 Promoting the Competitive Edge 5 Who's Who: Blaise Pascal 7 TURNING DATA INTO USEFUL INFORMATION 8 The IPOS Cycle 8 DID YOU KNOW ABOUT COMMON TECHNOFEARS 9 Computer Hardware 10 Computer Software 11 Types of Data 12 Data in a Computer 12 | PEOPLE 28 Computer Users 28 Computer Professionals 29 Systems Development 29 Operations 30 Management 31 DID YOU KNOW ABOUT TROUBLESHOOTING TIPS 32 DATA 33 Organizing Data 33 Data Versus Information 35 | |
| THE IMPACT OF INFORMATION TECHNOLOGY 14 | PROCEDURES 36 | |
| Expanding Your Capabilities 14 | Operating Procedures 36 | |
| Who's Who: Steve Wozniak and Steve Jobs 15 What Computers Can, Cannot, and Should Not Do 16 Mastering Change 17 A CLOSER LOOK AT PERSONAL COMPUTING 19 Chapter Facts 22 Review Questions 24 | Who's Who: John W. Mauchly and J. Presper Eckert 37 Emergency Procedures 38 HARDWARE 38 Input Hardware 39 Processing Hardware 39 | |
| Terms to Remember 23 Applying What Mix and Match 23 You've Learned 25 | Output Hardware 41 Storage Hardware 41 | |

Storage Hardware

41

| SOFTWARE 42 Application Software 43 System Software 45 | 4 Linking Information Technology 88 |
|--|---|
| A CLOSER LOOK AT BUYING A COMPUTER SYSTEM Chapter Facts 50 Review Questions 52 Terms to Remember 51 Applying What Mix and Match 51 You've Learned 53 Software Interfaces 54 | DATA COMMUNICATIONS 89 Telecommunications 90 Facsimile Machines 92 Modems 93 Data Transmission Speeds 93 Personal Communication Devices 94 |
| USER INTERFACES 55 | Communication Software 94 Who's Who: Mitch Kapor 95 |
| Command-Driven Interfaces 56 DID YOU KNOW ABOUT DESKTOP OPERATING SYSTEMS 58 Shells 59 Graphical User Interfaces 59 Natural Language Interfaces 59 | DISTRIBUTED PROCESSING 96 Local Area Networks 96 Wide Area Networks 98 Value-Added Networks 98 |
| File Conventions, Suites, and Groupware 61 Object Linking and Embedding 62 Windows and Multitasking 64 Menus and Dialog Boxes 66 Manuals and Help Screens 66 | Client/Server Computing 99 DID YOU KNOW ABOUT E-MAIL DOS AND DON'TS 100 Teleprocessing 101 NETWORK TOPOLOGIES 102 Bus Topology 102 |
| SYSTEM SOFTWARE 67 Operating Systems 68 Who's Who: William (Bill) Gates 69 Utilities 73 | Ring Topology 102 Star Topology 102 Hybrid Topologies 104 Coordinating Data Communication 104 |
| Language Translators 74 WHERE TO FIND SOFTWARE 75 Retail Stores and Computer Manufacturers 75 Magazines 76 Public Domain Software and Shareware 76 A CLOSER LOOK AT WINDOWS 3.1, | NETWORK APPLICATIONS 105 Bulletin Board Systems 105 Information Services 106 Telecommuting and Teleconferencing 107 Workgroup Computing 108 Electronic Funds Transfer 110 |
| WINDOWS 95, AND THE MACINTOSH OS 78 User Groups and Professional Associations 84 Chapter Facts 84 Review Questions 86 Terms to Remember 85 Applying What Mix and Match 86 You've Learned 87 | Electronic Data Interchange 111 A CLOSER LOOK AT THE INTERNET 112 Chapter Facts 116 Review Questions 118 Terms to Remember 117 Applying What Mix and Match 118 You've Learned 119 |

| Unit II | Computer | Hardware |
|---------|----------|----------|

121

| | Processing |
|---|-------------------|
| J | Hardware |

Input and Output Hardware

156

| PROCESSING | IN THE PAST | 123 |
|-------------------|-------------|-----|
| I HUULUUINU | IN THE LAGI | 120 |

First Generation 123
Second Generation 124
Third Generation 125
Fourth Generation 125
Fifth Generation 126

BINARY CODES FOR DATA AND INSTRUCTIONS 126

Machine Code 126 Standard Codes for Data 126

Who's Who: William Shockley, John Bardeen, Walter Brattain 129

INSIDE A COMPUTER 130

Processor 130
Expansion Bus 131
Coprocessors and RISC 134
Memory 134
CPU Operations 136
Expansion Slots and Cards 138

Who's Who: Jack Kilby, Robert Noyce,
Marcian Hoff, and Gilbert Hyatt 139

Input/Output Ports 140

COMPUTERS TO SOLVE DIFFERENT PROBLEMS 141

Mainframes and Organizational Systems 141
Minicomputers and Workgroup Systems 142
Microcomputers and Personal Systems 143

DID YOU KNOW... ABOUT THE SPEED
OF TECHNOLOGICAL ADVANCEMENT 144

Specialized Processing Hardware 146

A CLOSER LOOK AT MANUFACTURING A CHIP 148

Chapter Facts 152 Review Questions 154
Terms to Remember 153 Applying What
Mix and Match 154 You've Learned 155

LINKING PEOPLE AND HARDWARE 157 INPUT HARDWARE OPTIONS 158

Keyboards 158
Pointing Devices 158
Scanners 160
Other Input Devices 163

Who's Who: Joseph Marie Jacquard 167

OUTPUT HARDWARE SOLUTIONS 170

Permanent Output 170

DID YOU KNOW... ABOUT IMPORTANT MAINTENANCE TASKS 171
Temporary Output 175
Action Output 178

PERIPHERAL DESIGN AND SAFETY 179

Repetitive Strain Injuries 180 Low-Frequency Emissions 180 Ergonomics 180

A CLOSER LOOK AT ENVIRONMENTALLY CONSCIOUS COMPUTING 182

Chapter Facts 184 Review Questions 186
Terms to Remember 185 Applying What
Mix and Match 186 You've Learned 187

The Storage and Communication Hardware 188

STORAGE MEDIA 189

MAGNETIC-DISK STORAGE 190

Hard and Floppy Disks 191
Disk Storage 192
Disk Controller 195
Disk Packs 196
Removable and Fixed Disks 196

Electronic Classrooms 248

| OPTICAL DISK STORAGE 198 | | |
|---|---|----------------------|
| Read-only Disks 199 Recordable Disks 200 | MAXIMIZING HARDWARE PERFORMANCE Parity Checking 206 | 206 |
| Erasable Disks 200 | Data Compression 206 Communication Channels 207 | |
| MAGNETIC-TAPE STORAGE 201 | Who's Who: Herman Hollerith 209 | |
| Reel-to-reel Tapes 202 Tape Cartridges 202 | Asynchronous Versus | |
| Tupe our trans | Synchronous Transmissions 210 | |
| SPECIALIZED STORAGE HARDWARE 203 | Data Transmission Modes 211 Multiplexing 211 | |
| Mass Storage 203 | A CLOSER LOOK AT UPGRADING | |
| DID YOU KNOW ABOUT CARING FOR YOUR FLOPPY DISKS 204 | A PERSONAL COMPUTER 212 | |
| RAID Drives 204 | Chapter Facts 215 Review Questions | 217 |
| RAM Drives 204 | Terms to Remember 216 Applying What Mix and Match 217 You've Learned | 218 |
| Init III Software Tools | | 4 l |
| Word Processing and Desktop Publishing 220 | A CLOSER LOOK AT SELECTING A WORD PROCESSING PACKAGE 249 Chapter Facts 252 Review Questions | 254 |
| O and Desktop Publishing 220 | A WORD PROCESSING PACKAGE 249 Chapter Facts 252 Review Questions Terms to Remember 253 Applying What | |
| and Desktop Publishing 220 WORD PROCESSING 221 | A WORD PROCESSING PACKAGE 249 Chapter Facts 252 Review Questions Terms to Remember 253 Applying What | |
| O and Desktop Publishing 220 | A WORD PROCESSING PACKAGE 249 Chapter Facts 252 Review Questions Terms to Remember 253 Applying What | |
| and Desktop Publishing 220 WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 | A WORD PROCESSING PACKAGE 249 Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned | |
| and Desktop Publishing 220 WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned Electronic Spreadsheets | 255 |
| and Desktop Publishing 220 WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned Electronic Spreadsheets | 255 |
| WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 Who's Who: Bruce Bastian and Alan Ashton 235 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned Blectronic Spreadsheets | <i>255</i> 25 |
| WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 Who's Who: Bruce Bastian and Alan Ashton 235 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned Belectronic Spreadsheets PRESENTING AND PROCESSING NUMBERS | <i>255</i> 25 |
| WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 Who's Who: Bruce Bastian and Alan Ashton 235 DESKTOP PUBLISHING 236 Page Composition 238 Typography 240 | Chapter Facts 252 Review Questions Terms to Remember 253 Mix and Match 253 Applying What You've Learned PRESENTING AND PROCESSING NUMBERS Manual Worksheets 257 | <i>255</i> 25 |
| And Desktop Publishing 220 WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 Who's Who: Bruce Bastian and Alan Ashton 235 DESKTOP PUBLISHING 236 Page Composition 238 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned PRESENTING AND PROCESSING NUMBERS Manual Worksheets 257 Electronic Spreadsheets 259 | <i>255</i> 25 |
| WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 Who's Who: Bruce Bastian and Alan Ashton 235 DESKTOP PUBLISHING 236 Page Composition 238 Typography 240 File Integration 242 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned PRESENTING AND PROCESSING NUMBERS Manual Worksheets 257 Electronic Spreadsheets 259 SPREADSHEET FUNDAMENTALS 260 | <i>255</i> 25 |
| WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 Who's Who: Bruce Bastian and Alan Ashton 235 DESKTOP PUBLISHING 236 Page Composition 238 Typography 240 File Integration 242 AUTOMATING THE OFFICE 244 Electronic Offices 244 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned PRESENTING AND PROCESSING NUMBERS Manual Worksheets 257 Electronic Spreadsheets 259 SPREADSHEET FUNDAMENTALS 260 Control Panel 262 Worksheet Area 262 Status Line 263 | <i>255</i> 25 |
| WORD PROCESSING 221 Editing 222 DID YOU KNOW ABOUT IMPROVING YOUR COMPUTER COMMUNICATION 225 Formatting 228 Integrated Services 231 Who's Who: Bruce Bastian and Alan Ashton 235 DESKTOP PUBLISHING 236 Page Composition 238 Typography 240 File Integration 242 AUTOMATING THE OFFICE 244 | Chapter Facts 252 Review Questions Terms to Remember 253 Applying What Mix and Match 253 You've Learned PRESENTING AND PROCESSING NUMBERS Manual Worksheets 257 Electronic Spreadsheets 259 SPREADSHEET FUNDAMENTALS 260 Control Panel 262 Worksheet Area 262 | <i>255</i> 25 |

Formulas 264

| Who's Who: Daniel Bricklin and Robert Frankston 265 | FREE-DRAWING GRAPHICS 296 |
|---|---|
| and Robert Frankston 265 Functions 266 | The Palette 296 |
| Cell Ranges 267 | The Toolbox 297 Free-Drawing Utilities 299 |
| COMMON SPREADSHEET COMMANDS 268 | Bit-mapped Versus Vector Graphics Tools 299 |
| Format 268 | MULTIMEDIA 300 |
| Cut and Copy 268 Insert, Delete, and Undo 270 | Visual Data 301 |
| Find, Replace, and Go To 271 | Audio Data 303 |
| Save and Open 272 | Animation 304 |
| Print 272 Protect 272 | GRAPHICS AND MULTIMEDIA APPLICATIONS 305 |
| Macros 273 | Business and Scientific Presentations 305 |
| Exporting Data 274 | Computer-Aided Design 306 |
| Exit 276 | Computer Imaging 307 Athletics and the Performing Arts 307 |
| SPREADSHEETS AS A TOOL 276 | MIDI 309 |
| Personal Applications 276 Volunteer Activities 276 | A CLOSER LOOK AT COMPUTER ART 310 |
| Education 278 | Space Exploration 312 |
| Athletics 278 | Chapter Facts 313 Review Questions 315 |
| A CLOSER LOOK AT DESIGNING A BETTER WORKSHEET 279 | Terms to Remember 314 Applying What Mix and Match 314 You've Learned 315 |
| Science 282 Manufacturing 282 | File and Database |
| Chapter Facts 282 Review Questions 284 | |
| Terms to Remember 283 Applying What Mix and Match 283 You've Learned 285 | a a management 316 |
| TOUVE LUAITION ZOO | DATA PROCESSING 317 |
| Graphics and | Sequential Access 318 |
| Multimedia 286 | Direct Access 320 |
| | DATA MANAGEMENT 322 |
| GRAPHICAL TOOLS 287 | Data Definition 322 |
| Representing Graphics and Images 288 | Data Manipulation 323 |
| Types of Computer Graphics 289 | Queries and Application Generators 326 Report Generators 327 |
| PRESENTATION GRAPHICS 290 | |
| Pie Charts 290 | DATABASE MANAGEMENT 328 |
| Bar Graphs 291 | Who's Who: Dr. Edgar F. Codd 329 |
| Line Graphs 292 Area Graphs 293 | Database Designs 330 |
| Symbol Charts 293 | Hierarchical Model 330 |
| Creating Presentation Graphics 293 | Network Model 332 Hypermedia Model 333 |
| Who's Who: Douglas Englebart 295 | Relational Model 333 |

| DID YOU KNOW ABOUT BACKUP TIPS 336 | Automotive Repair 342 |
|--|---|
| Pros and Cons of Database Processing 338 | Libraries 342 |
| APPLICATIONS FOR DATA MANAGEMENT SOFTWARE 339 | Agriculture 343 A CLOSER LOOK AT HYPERMEDIA 344 |
| Education 339 Public Health 340 Law Enforcement 341 | Chapter Facts 347 Review Questions 349 Terms to Remember 348 Applying What Mix and Match 348 You've Learned 350 |
| Unit IV Information System | 35 1 |
| 12 Management and Decision Support Systems 35 | System Design and Implementation 382 |
| MANAGEMENT INFORMATION SYSTEMS 353 | HANDLING INFORMATION PROBLEMS 383 |
| People Using Management Information 354 | Designing New Systems 383 |
| Data for Management Information 358 | System Life Cycle 384 |
| Organizing Data into Reports 359 | LIFE-CYCLE STEP 1: REQUIREMENTS 386 |
| DECISION SUPPORT SYSTEMS 361 | Initial Review 386 |
| Modeling 362 | Who's Who: Charles Babbage 387 |
| Data Analysis Using Queries 364 | Feasibility Study 388 |
| DID YOU KNOW ABOUT THE ADVANTAGES OF EDI (ELECTRONIC DATA INTERCHANGE) 365 | Requirements for a PC System 390 |
| ACTIVITIES AND TOOLS | LIFE-CYCLE STEP 2: ALTERNATIVE EVALUATION 391 |
| TO ENHANCE DECISION MAKING 365 | Identifying Alternatives 392 |
| Materials Requirement Planning 366 | Selecting the Best Alternative 392 |
| Who's Who: Thomas John Watson Sr. 367 | Who's Who: Augusta Ada Byron 393 |
| | Alternatives for a PC System 395 |
| Self-Directed Work Teams and Virtual Corporations 368 | LIFE-CYCLE STEP 3: DESIGN 397 |
| Quality Control 369 | Prototyping and CASE Tools 398 |
| Total Quality Management 370 | DID YOU KNOW ABOUT IMPROVING INTERVIEWING SKILLS 398 |
| Expert Systems 371 | Hardware 401 |
| A CLOSER LOOK AT PRESENTATION SOFTWARE 374 | Programs 401 |
| Chapter Facts 378 Review Questions 380 | Data and Procedures 403 |
| Terms to Remember 379 Applying What Mix and Match 379 You've Learned 381 | People 403 |
| Mix and Match 379 You've Learned 381 | Designing a PC System 404 |

Designing a PC System

404