

CHAPTER

23

Digital Citizenship

Part 1: Content Review

Matching

Write the letter of the correct term for each definition on the line provided.

Terms

- | | |
|--------------------------|--------------------|
| A. digital communication | F. cloud computing |
| B. digital literacy | G. hacking |
| C. digital footprint | H. cookies |
| D. piracy | I. spyware |
| E. public domain | J. firewall |

- _____ 1. The unethical and illegal copying or downloading of software, files, and other protected material.
- _____ 2. Using remote servers to store and access data over the Internet rather than on a personal computer or local server.
- _____ 3. The exchange of information through electronic means.
- _____ 4. The ability to use technology to locate, evaluate, communicate, and create information.
- _____ 5. Software that spies on a computer.
- _____ 6. A program that monitors information coming into a computer.
- _____ 7. Material that is not owned by anybody and can be used without permission.
- _____ 8. Illegally accessing or altering digital devices, software, or networks.
- _____ 9. A data record of all an individual's online activities.
- _____ 10. Bits of data stored on your computer that record information about the websites you have visited.

Multiple Choice

Place the letter of the correct answer to each question on the line provided.

- _____ 1. Using the Internet to harass or threaten an individual is _____.
A. plagiarism
B. hacking
C. cyberbullying
D. spamming
- _____ 2. _____ is sending unwanted mass e-mails or intentionally flooding an individual's social media site or e-mail inbox with unwanted messages.
A. Plagiarism
B. Hacking
C. Cyberbullying
D. Spamming
- _____ 3. Crimes of defamation are _____.
A. slander and libel
B. flaming and spamming
C. plagiarism and piracy
D. infringement and phishing
- _____ 4. Which of the following protects intellectual property?
A. Copyright
B. Patent
C. Trademark
D. All of the above.
- _____ 5. The legal permission to use a software program is a(n) _____.
A. patent
B. license
C. trademark
D. All of the above.
- _____ 6. A set of rules concerning the use of company-owned and company-operated equipment is found in a(n) _____.
A. Electronic User's Bill of Rights
B. acceptable use policy
C. Internet protocol address
D. General Public License
- _____ 7. The use of fraudulent e-mails and copies of valid websites to trick people into providing private and confidential data is _____.
A. phishing
B. hacking
C. piracy
D. infringement
- _____ 8. Which of the following is *not* a form of malware?
A. Spyware
B. Cookies
C. Worms
D. Trojan horse

Name _____

- _____ 9. An illegal act that involves stealing someone's personal information and using that information to commit theft or fraud is _____.
A. phishing
B. hacking
C. identify theft
D. defamation
- _____ 10. Companies and schools can use _____ to prevent unauthorized Internet surfing or visiting selected websites during working hours.
A. pop-up blockers
B. firewalls
C. filters
D. regular backups

Completion

In the space provided, write the word(s) that best completes each of the following statements.

- _____ 1. Someone who regularly and skillfully engages in the use of technology, such as the Internet, computers, and other digital devices, is a(n) _____.
- _____ 2. The standard of appropriate behavior when using technology to communicate is _____.
- _____ 3. The art of using good manners in any situation is _____.
- _____ 4. Something that comes from a person's mind, such as an idea, invention, or process, is considered _____.
- _____ 5. The unethical and illegal practice of claiming another person's material as your own is _____.
- _____ 6. Many websites list rules, called the _____, which must be followed for downloaded files.
- _____ 7. The term _____ applies to software that has had its source code made available to the public at no charge.
- _____ 8. _____ is a term that refers to software programs that are intended to damage, destroy, or steal data.
- _____ 9. _____ are malware usually disguised to appear as a useful or common application in order to convince people to download or use the program.
- _____ 10. A computer program designed to negatively impact a computer system by infecting other files is a(n) _____.

Name _____

Part 2: Concept Review

Open Response

*Write your response to each of the following statements or questions in the space provided.
Use complete sentences.*

1. What is a digital footprint? How does this apply to social media sites and e-mail?

2. What is a copyright? Do copyright rules apply to information on the Internet?

3. Explain the risk of using public Wi-Fi hotspots.

Name _____

4. What does it mean to “back up” your computer? Why is this important?

5. You are helping to establish policies for your company regarding the proper use of computers by employees. Make a list of five instructions you would give employees to help protect your company’s time, property, and digital security.

Name _____

Part 3: Math Skills

Percentages

Basic math skills are needed in both business planning and personal management. The ability to calculate percentages is a useful skill in planning business sales, goals, and personal budgets. To find the percentage of a number, change the percentage to a decimal by moving the decimal point two places to the left. Then, multiply the decimal by the number.

Answer the following questions about percentages.

1. King Computer Specialties is an on-line retailer of computer accessories. Sales in February last year were \$47,000. The company is planning for sales this February to be 10 percent higher than last year. The formula for the planned increase is

$$\text{past sales} \times \text{percentage increase} = \text{planned increase}$$

The formula for planned sales is

$$\text{past sales} + \text{planned increase} = \text{planned sales}$$

For King Computer Specialties, calculate the planned increase and planned sales for this February.

2. Rayburn Optics had \$200,000 in sales last year. This year the company will introduce new products and plans for a 15 percent increase in sales. Calculate the planned increase and planned sales for this year.

3. Keweenaw Jam Pot makes and sells a variety of fruit jellies and jams in the Upper Peninsula of Michigan. This business is highly seasonal. In fact, the store is only open during the warm-weather tourist season, which runs from May through August. Last year sales were as follows:

May: \$15,000
June: \$20,000
July: \$29,000
August: \$33,000

The company plans on a 6 percent sales increase each month over last year. Determine the planned increase and sales for each month this year. Then, calculate the planned sales for the entire four-month season.

Name _____

- a. Last year sales for May = \$15,000

planned increase = _____

planned sales = _____

- b. Last year sales for June = \$20,000

planned increase = _____

planned sales = _____

- c. Last year sales for July = \$29,000

planned increase = _____

planned sales = _____

- d. Last year sales for August = \$33,000

planned increase = _____

planned sales = _____

- e. planned sales for four-month season

Name _____

4. It is February and Keweenaw Jam Pot is planning its inventory for the coming tourist season. Last year, there was \$60,000 in retail stock at the beginning of May. In May of this year, the company plans to have an additional 6 percent over last year.

a. How much should inventory be increased over last year?

b. How much inventory should be on hand in May of this year?

5. Patty’s Party Center is a retailer that sells party supplies and giftware. A vendor offers a line of fall decorations and tableware with a special 5 percent seasonal discount. Patty’s Party Center places a \$3,800 order. Calculate the discount and invoice amount using the following formulas:

order amount × discount percentage = discount amount

order amount – discount = invoice amount

Name _____

Part 4: Communication Skills

Reading

Employee handbooks often have policies regarding business communications, especially e-mail communication. Read the passage below and focus on the content. After you have read the passage, answer the questions that follow in the space provided.

E-mail Policy

- **Communicating Information:** Content of all communications should be professional and accurate. Users should use the same care in drafting e-mail and other electronic documents as they would for any other written communication. Anything created on the computer may, and likely will, be reviewed by others.
- **E-mail Retention:** Unless directed by your supervisor, employees should discard inactive e-mail after sixty (60) days.
- **E-mail subscription lists:** Users may not use their assigned Company e-mail address to join e-mail subscription lists that are non-job related. Users may join e-mail subscription lists using their assigned Company e-mail address only when the subscription is job-related.
- **Sending unsolicited e-mail ("spamming"):** Without the express permission of their supervisor, users may not send unsolicited e-mail to persons with whom they do not have a prior relationship. Users may not, under any circumstances, attempt to disguise their identities in sending electronic communications.
- **Solicitation and personal e-mail:** Under no circumstances should the Company's e-mail system be used for solicitation. Employees should refrain from using the Company e-mail to correspond with others outside the Company except where necessary to conduct the Company's business. Under no circumstances should an employee open an e-mail or an e-mail attachment from any unknown source.

Reading Questions

1. How long should inactive e-mail be kept?

Name _____

2. Is it permissible for an employee to use a company e-mail address for subscription lists?

3. Are employees allowed to send unsolicited e-mail?
