DBJET PRACTICE QUESTION BANK

MODULE 04 | COMPUTER & DIGITAL LITERACY

DIGITAL KNOWLEDGE AND WORKPLACE READINESS

100 MULTIPLE-CHOICE QUESTIONS • ANSWER KEY AND EASY EXPLANATIONS INCLUDED

DBJET EXAMINATION – CANDIDATE INSTRUCTIONS

Before starting: Ensure you have a stable internet connection, use an updated browser, keep your examination details ready and sit in a quiet place. Read the on-screen instructions carefully.

During the examination: Read each question carefully, select the most appropriate option and manage your time. Do not refresh or close the examination window. Do not use unauthorised assistance or share questions and answers.

After completing: Review your answers if permitted, submit before the time expires and wait for the submission confirmation. Follow the platform instructions to access your scorecard or report.

Important notice: This question bank is for practice and familiarisation. These questions are illustrative and are not actual or previously administered DBJET examination questions. Your DBJET score should be considered alongside qualifications, experience, skills and interview performance.

TOPICS COVERED

Computer Fundamentals • MS Office • Internet Basics • Email & Online Tools • Digital Collaboration • Cybersecurity Awareness • Data Handling • Cloud Applications • Digital Workplace

Preparation approach: Attempt all 100 questions first. Check the answer key after completing the question section, then read the explanations to understand the correct answer.

PART A – PRACTICE QUESTIONS

Questions 1 to 100 | Choose one correct option for each question.

1. What is the main function of a computer?
A. To process data **B.** To cook food **C.** To print money **D.** To make phone calls only

2. Which part is often called the brain of the computer?
A. Monitor **B.** CPU **C.** Keyboard **D.** Mouse

3. Which of these is an input device?
A. Monitor **B.** Printer **C.** Keyboard **D.** Speaker

4. Which device displays information on the screen?
A. Monitor **B.** Scanner **C.** Microphone **D.** Keyboard

5. Which one is an example of an operating system?
A. Windows **B.** Google Chrome **C.** Microsoft Word **D.** Adobe Reader

6. What does RAM mainly do?
A. Stores data permanently **B.** Temporarily holds data being used **C.** Prints documents **D.** Connects a computer to electricity

7. Which storage device generally has no moving mechanical parts?
A. Hard disk drive **B.** SSD **C.** DVD drive **D.** Floppy disk

8. What is a file?
A. A collection of stored information **B.** A computer cable **C.** A type of keyboard **D.** A screen setting

9. Which file extension is commonly used for a PDF document?
A. .docx **B.** .xlsx **C.** .pdf **D.** .pptx

10. What is the purpose of a folder?
A. To organise files **B.** To increase screen brightness **C.** To scan viruses **D.** To connect speakers

11. Which action is commonly used to copy selected text?
A. Ctrl + X **B.** Ctrl + C **C.** Ctrl + V **D.** Ctrl + Z

12. Which action is commonly used to undo the last action?
A. Ctrl + P **B.** Ctrl + S **C.** Ctrl + Z **D.** Ctrl + A

13. Which application is mainly used to create text documents?
A. Microsoft Word **B.** Microsoft Excel **C.** Microsoft PowerPoint **D.** Calculator

14. Which application is mainly used for spreadsheets?
A. PowerPoint **B.** Excel **C.** Paint **D.** Notepad

15. In Excel, what is the intersection of a row and a column called?
A. Slide **B.** Cell **C.** Page **D.** Folder

16. Which symbol usually begins a formula in Excel?
A. # **B.** = **C.** @ **D.** &

17. Which Excel function adds numbers in a range?
A. COUNT **B.** MAX **C.** SUM **D.** MIN

18. What is the main purpose of Microsoft PowerPoint?
A. Creating presentations **B.** Managing computer hardware **C.** Browsing websites **D.** Scanning documents

19. In PowerPoint, each page of a presentation is called a:
A. Cell **B.** Slide **C.** Record **D.** Folder

20. Which shortcut is commonly used to save a document?
A. Ctrl + S **B.** Ctrl + D **C.** Ctrl + E **D.** Ctrl + H

21. Which feature in Word checks spelling and grammar?
A. Spell Check **B.** Slide Sorter **C.** PivotTable **D.** Task Manager

22. Which Excel feature arranges data in a chosen order?
A. Sort **B.** Zoom **C.** Animation **D.** Mail Merge

23. Which feature can display data visually in Excel?
A. Chart **B.** Header **C.** Footnote **D.** Page Break

24. What is a header in a Word document?
A. Content at the top of pages **B.** A spreadsheet formula **C.** A slide transition **D.** A type of password

25. Which PowerPoint view is useful for rearranging slides?
A. Slide Sorter **B.** Formula View **C.** Print Preview only **D.** Reading Pane

26. What is the Internet?
A. A worldwide network of connected computers **B.** A word-processing program **C.** A computer keyboard **D.** A local printer

27. Which software is used to open websites?
A. Web browser **B.** Spreadsheet **C.** Antivirus only **D.** File compressor

28. Which of these is a web browser?
A. Google Chrome **B.** Microsoft Excel **C.** Windows Calculator **D.** PowerPoint

29. What does URL refer to?
A. The address of a resource on the web **B.** A computer battery **C.** A type of monitor **D.** A spreadsheet cell

30. What does HTTPS indicate in a website address?
A. A secure, encrypted connection is being used **B.** The website is always genuine **C.** The site is free **D.** The site has no advertisements

31. Which service helps users find information on the web?
A. Search engine **B.** Text editor **C.** Calculator **D.** File manager

32. What is downloading?
A. Receiving a file from the Internet onto your device **B.** Sending a file to another person **C.** Deleting a file **D.** Printing a file

33. What is uploading?
A. Sending a file from your device to an online service **B.** Turning off a computer **C.** Opening a folder **D.** Changing a password

34. What is a hyperlink?
A. A clickable link to another page or resource **B.** A computer virus **C.** A type of printer **D.** A spreadsheet total

35. What is a bookmark in a browser used for?
A. Saving a page for quick access later **B.** Deleting browsing history **C.** Blocking the keyboard **D.** Changing screen resolution

36. What is a browser cache?
A. Temporary stored website data **B.** A computer monitor **C.** A permanent password list **D.** A type of email address

37. What should you do if a website asks for unnecessary personal information?
A. Provide everything **B.** Pause and verify whether the request is legitimate **C.** Share it publicly **D.** Use a stranger's account

38. Which field is used for the main recipient of an email?
A. To **B.** Subject **C.** Attachment **D.** Signature

39. What should an email subject line do?
A. Briefly describe the email topic **B.** Contain the sender's password **C.** Replace the email message **D.** List every attachment detail

40. What does CC mean in an email?
A. Carbon Copy **B.** Computer Code **C.** Confidential Contact **D.** Current Conversation

41. What is BCC used for?
A. Sending a copy while hiding recipients' addresses from other recipients **B.** Adding a large attachment **C.** Changing the subject **D.** Deleting an email

42. What does the paperclip icon usually indicate in an email?
A. An attachment **B.** A deleted message **C.** A spam warning **D.** A calendar event

43. Which is the most professional email opening?
A. Hey! **B.** Dear Ms. Rao, **C.** Yo there **D.** Listen

44. What should you do before sending an email with an attachment?
A. Check that the correct file is attached **B.** Delete the subject **C.** Share your password **D.** Turn off the Internet

45. What is an email signature?
A. A block of sender details added to emails **B.** A password reset link **C.** A file attachment **D.** A spam message

46. Which tool is commonly used for online video meetings?
A. Zoom **B.** Paint **C.** File Explorer **D.** Calculator

47. What is a calendar invitation used for?
A. Scheduling and inviting people to an event or meeting **B.** Editing photographs **C.** Scanning a hard drive **D.** Changing a file extension

48. What is the safest response to an unexpected email asking you to reset your password through a link?
A. Click immediately **B.** Verify through the official website or IT team **C.** Forward it to everyone **D.** Reply with your current password

49. Which online tool is commonly used to create and share online forms?
A. Google Forms **B.** Calculator **C.** Paint **D.** Device Manager

50. What does digital collaboration mean?
A. Working with others using digital tools **B.** Working without communication **C.** Using a computer only for games **D.** Printing every message

51. Which tool is suitable for real-time team chat?
A. Microsoft Teams **B.** A paper notebook **C.** A printer driver **D.** A calculator

52. What is a shared document?
A. A document that permitted users can access and work on **B.** A document that cannot be opened **C.** A file stored only on paper **D.** A computer component

53. Why are document permissions important?
A. They control who can view or edit a file **B.** They increase screen size **C.** They remove all passwords **D.** They automatically correct spelling

54. What does 'read-only' access usually allow?
A. Viewing without editing **B.** Deleting the file **C.** Changing all settings **D.** Sharing passwords

55. What is version history useful for?
A. Viewing or restoring earlier versions of a file **B.** Increasing Internet speed **C.** Creating a new email account **D.** Removing the keyboard

56. What is the purpose of an online project board?
A. Tracking tasks, owners and progress **B.** Replacing computer memory **C.** Scanning paper documents **D.** Changing Wi-Fi passwords

57. Which behaviour supports effective online meetings?
A. Mute your microphone when not speaking **B.** Speak over everyone **C.** Share confidential links publicly **D.** Join without checking the time

58. What is screen sharing?
A. Showing your device screen to meeting participants **B.** Sending a paper letter **C.** Changing a monitor **D.** Deleting a presentation

59. Why should meeting notes be shared after a meeting?
A. To record decisions and action points **B.** To expose passwords **C.** To replace all project work **D.** To delete the calendar

60. What is a good practice when collaborating on a shared file?
A. Use clear file names and agreed editing practices **B.** Let everyone overwrite anything without review **C.** Share the link publicly by default **D.** Remove all version history

61. What should you do if you receive an unexpected file-sharing invitation?
A. Verify the sender and the reason for access **B.** Open every file immediately **C.** Share your login details **D.** Disable security tools

62. What is a strong password?
A. 123456 **B.** Your name only **C.** A long, unique password or passphrase **D.** The word password

63. What is two-factor authentication (2FA)?
A. Using two different verification factors to sign in **B.** Using two usernames **C.** Sharing one password twice **D.** Logging in without a password

64. What is phishing?
A. A fraudulent attempt to steal information through messages or websites **B.** A method of printing **C.** A computer cleaning process **D.** A type of spreadsheet

65. Which is a warning sign of a phishing email?
A. Unexpected urgency and a suspicious link **B.** A known sender confirmed independently **C.** A routine message expected by you **D.** A correctly verified internal notice

66. What should you do if you suspect your work account is compromised?
A. Report it promptly to IT or the security team **B.** Ignore it **C.** Share the password with colleagues **D.** Delete all company files

67. Why should software updates be installed?
A. They may fix security weaknesses and bugs **B.** They always delete files **C.** They remove the need for passwords **D.** They stop all cyberattacks

68. What is malware?
A. Malicious software designed to harm or misuse systems **B.** A presentation template **C.** A spreadsheet formula **D.** A type of keyboard

69. What does antivirus software help do?
A. Detect, block or remove certain malicious software **B.** Guarantee complete safety **C.** Replace all backups **D.** Increase monitor size

70. Why should you lock your computer when leaving your desk?
A. To prevent unauthorised access **B.** To improve sound quality **C.** To increase storage **D.** To close the Internet permanently

71. What is ransomware?
A. Malware that locks or encrypts data and demands payment **B.** A document format **C.** A video meeting tool **D.** A spreadsheet chart

72. What is the safest way to handle a suspicious USB drive found at work?
A. Do not plug it in; report it to IT **B.** Plug it into your office computer **C.** Copy all its files **D.** Give it to a customer

73. Why should public Wi-Fi be used carefully for work?
A. It may be insecure or monitored **B.** It always protects every file **C.** It prevents phishing **D.** It makes passwords unnecessary

74. What should you do with a one-time password (OTP)?
A. Keep it private and never share it with callers **B.** Post it in a team chat **C.** Send it to an unknown person **D.** Add it to a public profile

75. Which action is safest when a website displays a security certificate warning?
A. Stop and verify the website before proceeding **B.** Ignore the warning every time **C.** Enter banking details **D.** Download unknown files

76. What is personal data?
A. Information that identifies or relates to an individual **B.** Only public weather information **C.** A computer brand **D.** A type of printer

77. What is a backup?
A. A separate copy of data kept for recovery **B.** A deleted file **C.** A screen saver **D.** A type of email greeting

78. Why should important work files be backed up?
A. To help recover them after loss, damage or attack **B.** To make them public **C.** To remove access controls **D.** To stop all software updates

79. Which file format is commonly used for tabular data?
A. .csv **B.** .mp3 **C.** .jpg **D.** .mp4

80. What is data accuracy?
A. How correct and error-free the data is **B.** How colourful a spreadsheet looks **C.** How large a monitor is **D.** How fast a keyboard types

81. What should you do before sharing a spreadsheet externally?
A. Check for confidential data and remove unnecessary information **B.** Share all hidden sheets automatically **C.** Include passwords in cells **D.** Disable all access controls

82. What is data validation in a spreadsheet?
A. Applying rules to control the type of data entered **B.** Changing the computer's operating system **C.** Sending an email **D.** Printing a chart

83. What does the term 'duplicate data' mean?
A. The same record appearing more than once **B.** A file with a password **C.** A chart with two colours **D.** A computer without storage

84. Why should file names be clear and consistent?
A. To make files easier to identify and manage **B.** To increase Internet speed **C.** To prevent every virus **D.** To remove the need for folders

85. What is a confidential document?
A. A document restricted to authorised people **B.** A document for public advertising **C.** A blank page **D.** A document with no title

86. What is the safest way to dispose of sensitive printed records?
A. Use an approved secure disposal or shredding process **B.** Leave them in a public bin **C.** Take photos and post them online **D.** Leave them on a shared desk

87. What should you do if you send a confidential file to the wrong recipient?
A. Report it immediately through the organisation's incident process **B.** Ignore the mistake **C.** Forward it to more people **D.** Delete the sent email and assume the issue is solved

88. What is cloud computing?
A. Using computing services over the Internet **B.** Only storing files on paper **C.** Using a computer without software **D.** A type of keyboard

89. Which is an example of a cloud storage service?
A. Google Drive **B.** A desktop keyboard **C.** A printer cable **D.** A DVD player

90. What is one benefit of cloud applications?
A. Access to permitted files from different devices **B.** Guaranteed access without Internet **C.** No need for account security **D.** Automatic prevention of all data loss

91. What does syncing files mean?
A. Keeping files updated across connected devices or services **B.** Deleting every copy **C.** Printing the same file twice **D.** Changing a password

92. Why should cloud-sharing links be restricted?
A. To limit access to intended people **B.** To make every file public **C.** To remove file ownership **D.** To disable version history

93. What should you check before using a cloud application for company data?
A. Whether it is approved and meets company security rules **B.** Whether it has a colourful logo **C.** Whether it is free only **D.** Whether it works without a password

94. What is a cloud-based collaboration document?
A. An online file that authorised users can work on together **B.** A paper file kept in a cupboard **C.** A computer's power cable **D.** A file that cannot be shared

95. What is a digital workplace?
A. A work environment that uses digital tools and systems **B.** An office with no communication **C.** A place used only for gaming **D.** A paper-only filing room

96. Which practice helps maintain professionalism in workplace chat?
A. Use clear, respectful and relevant messages **B.** Send repeated messages in capital letters **C.** Share colleagues' private details **D.** Use insulting language

97. What is a good practice when working remotely?
A. Keep work files secure and communicate progress **B.** Share your password with family **C.** Leave devices unlocked **D.** Use unapproved apps for company records

98. Why is it important to sign out of a shared computer?
A. To prevent the next user from accessing your account **B.** To increase screen brightness **C.** To remove all computer viruses **D.** To speed up printing

99. What is workflow automation?
A. Using technology to perform repeated steps automatically **B.** Manually rewriting every email **C.** Deleting all digital records **D.** Turning off office systems

100. What should you do if a digital workplace tool stops working during an important task?
A. Follow the support process and use an approved alternative if available **B.** Share your login with a colleague **C.** Disable security settings **D.** Install unknown software

PART B – ANSWER KEY

Correct answers for all 100 questions.

Q. No.	Correct answer	Q. No.	Correct answer
1	A – To process data	51	A – Microsoft Teams
2	B – CPU	52	A – A document that permitted users can access and work on
3	C – Keyboard	53	A – They control who can view or edit a file
4	A – Monitor	54	A – Viewing without editing
5	A – Windows	55	A – Viewing or restoring earlier versions of a file
6	B – Temporarily holds data being used	56	A – Tracking tasks, owners and progress
7	B – SSD	57	A – Mute your microphone when not speaking
8	A – A collection of stored information	58	A – Showing your device screen to meeting participants
9	C – .pdf	59	A – To record decisions and action points
10	A – To organise files	60	A – Use clear file names and agreed editing practices
11	B – Ctrl + C	61	A – Verify the sender and the reason for access
12	C – Ctrl + Z	62	C – A long, unique password or passphrase
13	A – Microsoft Word	63	A – Using two different verification factors to sign in
14	B – Excel	64	A – A fraudulent attempt to steal information through messages or websites
15	B – Cell	65	A – Unexpected urgency and a suspicious link
16	B – =	66	A – Report it promptly to IT or the security team
17	C – SUM	67	A – They may fix security weaknesses and bugs
18	A – Creating presentations	68	A – Malicious software designed to harm or misuse systems
19	B – Slide	69	A – Detect, block or remove certain malicious software
20	A – Ctrl + S	70	A – To prevent unauthorised access
21	A – Spell Check	71	A – Malware that locks or encrypts data and demands payment
22	A – Sort	72	A – Do not plug it in; report it to IT
23	A – Chart	73	A – It may be insecure or monitored
24	A – Content at the top of pages	74	A – Keep it private and never share it with callers
25	A – Slide Sorter	75	A – Stop and verify the website before proceeding
26	A – A worldwide network of connected computers	76	A – Information that identifies or relates to an individual
27	A – Web browser	77	A – A separate copy of data kept for recovery
28	A – Google Chrome	78	A – To help recover them after loss, damage or attack
29	A – The address of a resource on the web	79	A – .csv
30	A – A secure, encrypted connection is being used	80	A – How correct and error-free the data is
31	A – Search engine	81	A – Check for confidential data and remove unnecessary information
32	A – Receiving a file from the Internet onto your device	82	A – Applying rules to control the type of data entered
33	A – Sending a file from your device to an online service	83	A – The same record appearing more than once

Q. No.	Correct answer	Q. No.	Correct answer
34	A – A clickable link to another page or resource	84	A – To make files easier to identify and manage
35	A – Saving a page for quick access later	85	A – A document restricted to authorised people
36	A – Temporary stored website data	86	A – Use an approved secure disposal or shredding process
37	B – Pause and verify whether the request is legitimate	87	A – Report it immediately through the organisation's incident process
38	A – To	88	A – Using computing services over the Internet
39	A – Briefly describe the email topic	89	A – Google Drive
40	A – Carbon Copy	90	A – Access to permitted files from different devices
41	A – Sending a copy while hiding recipients' addresses from other recipients	91	A – Keeping files updated across connected devices or services
42	A – An attachment	92	A – To limit access to intended people
43	B – Dear Ms. Rao,	93	A – Whether it is approved and meets company security rules
44	A – Check that the correct file is attached	94	A – An online file that authorised users can work on together
45	A – A block of sender details added to emails	95	A – A work environment that uses digital tools and systems
46	A – Zoom	96	A – Use clear, respectful and relevant messages
47	A – Scheduling and inviting people to an event or meeting	97	A – Keep work files secure and communicate progress
48	B – Verify through the official website or IT team	98	A – To prevent the next user from accessing your account
49	A – Google Forms	99	A – Using technology to perform repeated steps automatically
50	A – Working with others using digital tools	100	A – Follow the support process and use an approved alternative if available

PART C – ANSWERS WITH EASY EXPLANATIONS

Explanations 1 to 25

1. Answer: A – To process data
A computer accepts data, processes it and produces useful information.

2. Answer: B – CPU
The CPU processes instructions and controls many computer operations.

3. Answer: C – Keyboard
A keyboard is used to enter text and commands into a computer.

4. Answer: A – Monitor
A monitor is an output device that displays text, images and other information.

5. Answer: A – Windows
Windows is an operating system that manages computer hardware and software.

6. Answer: B – Temporarily holds data being used
RAM temporarily stores data and instructions currently in use. Its contents are usually lost when power is turned off.

7. Answer: B – SSD
An SSD uses flash memory and has no moving mechanical parts.

8. Answer: A – A collection of stored information
A file is a named collection of information stored on a computer or device.

9. Answer: C – .pdf
The .pdf extension identifies a Portable Document Format file.

10. Answer: A – To organise files
Folders help organise files into groups so they are easier to find.

11. Answer: B – Ctrl + C
Ctrl + C copies selected content to the clipboard.

12. Answer: C – Ctrl + Z
Ctrl + Z commonly reverses the most recent action in many applications.

13. Answer: A – Microsoft Word
Microsoft Word is a word-processing application used to create letters, reports and other documents.

14. Answer: B – Excel
Microsoft Excel organises information in rows and columns and supports calculations.

15. Answer: B – Cell
A cell is the box formed where a row and a column meet.

16. Answer: B – =
Excel formulas generally begin with an equals sign, such as =SUM(A1:A5).

17. Answer: C – SUM
SUM adds the numbers in the selected cells or range.

18. Answer: A – Creating presentations
PowerPoint is used to create slide-based presentations.

19. Answer: B – Slide
A PowerPoint presentation is made up of individual slides.

20. Answer: A – Ctrl + S
Ctrl + S saves the current document in many desktop applications.

21. Answer: A – Spell Check
The spelling and grammar tools help identify possible writing errors.

22. Answer: A – Sort
Sort arranges data, for example alphabetically or from smallest to largest.

23. Answer: A – Chart
Charts turn spreadsheet data into visual formats such as bars, lines and pie charts.

24. Answer: A – Content at the top of pages
A header is content placed in the top margin area of a document.

25. Answer: A – Slide Sorter
Slide Sorter displays slide thumbnails and makes it easy to change their order.

PART C – ANSWERS WITH EASY EXPLANATIONS

Explanations 26 to 50

26. Answer: A – A worldwide network of connected computers
The Internet connects networks and devices around the world to exchange information.

27. Answer: A – Web browser
A web browser, such as Chrome or Firefox, is used to access websites.

28. Answer: A – Google Chrome
Google Chrome is a web browser.

29. Answer: A – The address of a resource on the web
A URL is the web address used to locate an online resource.

30. Answer: A – A secure, encrypted connection is being used
HTTPS uses encryption to protect data sent between the browser and website. It does not by itself prove that a site is trustworthy.

31. Answer: A – Search engine
A search engine helps locate relevant web pages and information.

32. Answer: A – Receiving a file from the Internet onto your device
Downloading transfers a file from an online source to your device.

33. Answer: A – Sending a file from your device to an online service
Uploading transfers a file from your device to a website or online service.

34. Answer: A – A clickable link to another page or resource
A hyperlink takes the user to another web page, file or online location.

35. Answer: A – Saving a page for quick access later
A bookmark stores a web page link so it can be opened easily later.

36. Answer: A – Temporary stored website data
A cache stores certain website resources temporarily to help pages load faster.

37. Answer: B – Pause and verify whether the request is legitimate
Unnecessary requests for personal information may be a warning sign. Verify the site and its purpose before sharing data.

38. Answer: A – To
The To field identifies the primary email recipient.

39. Answer: A – Briefly describe the email topic
A clear subject helps the recipient understand the purpose of the email.

40. Answer: A – Carbon Copy
CC sends a visible copy of the email to additional recipients.

41. Answer: A – Sending a copy while hiding recipients' addresses from other recipients
BCC hides the BCC recipients' addresses from other recipients.

42. Answer: A – An attachment
The paperclip icon commonly indicates that a file is attached.

43. Answer: B – Dear Ms. Rao,
A polite greeting using the recipient's name or title is suitable for professional email.

44. Answer: A – Check that the correct file is attached
Checking the attachment avoids sending the wrong or missing file.

45. Answer: A – A block of sender details added to emails
An email signature may include the sender's name, role, organisation and contact details.

46. Answer: A – Zoom
Zoom is a platform used for video meetings and online collaboration.

47. Answer: A – Scheduling and inviting people to an event or meeting
Calendar invitations communicate event details and allow invitees to respond.

48. Answer: B – Verify through the official website or IT team
Unexpected password links may be phishing attempts. Use the official site or verified IT contact instead.

49. Answer: A – Google Forms
Google Forms is used to create online forms, surveys and quizzes.

50. Answer: A – Working with others using digital tools
Digital collaboration means people work together using online tools and shared digital resources.

PART C – ANSWERS WITH EASY EXPLANATIONS

Explanations 51 to 75

51. Answer: A – Microsoft Teams
Microsoft Teams supports team messaging, meetings and collaboration.

52. Answer: A – A document that permitted users can access and work on
A shared document allows selected people to view or edit the same online file.

53. Answer: A – They control who can view or edit a file
Permissions help protect information by limiting access and editing rights.

54. Answer: A – Viewing without editing
Read-only access normally lets a user view content but not modify it.

55. Answer: A – Viewing or restoring earlier versions of a file
Version history records changes and may allow users to review or restore earlier versions.

56. Answer: A – Tracking tasks, owners and progress
Project boards help teams organise tasks, responsibilities, deadlines and status.

57. Answer: A – Mute your microphone when not speaking
Muting when not speaking reduces background noise and makes meetings clearer.

58. Answer: A – Showing your device screen to meeting participants
Screen sharing lets participants view a selected screen or application during an online session.

59. Answer: A – To record decisions and action points
Shared notes help participants remember decisions, responsibilities and deadlines.

60. Answer: A – Use clear file names and agreed editing practices
Clear naming and agreed editing practices reduce confusion and accidental changes.

61. Answer: A – Verify the sender and the reason for access
Unexpected sharing invitations can be used to deliver malicious files or steal information. Verify before opening.

62. Answer: C – A long, unique password or passphrase
A long, unique password is harder to guess. Avoid reusing passwords across accounts.

63. Answer: A – Using two different verification factors to sign in
2FA adds a second verification step, such as an authenticator code or security key.

64. Answer: A – A fraudulent attempt to steal information through messages or websites
Phishing messages pretend to be trustworthy to trick people into revealing information or opening harmful links.

65. Answer: A – Unexpected urgency and a suspicious link
Urgent language and suspicious links are common phishing warning signs. Check the sender and destination carefully.

66. Answer: A – Report it promptly to IT or the security team
Prompt reporting helps the organisation secure the account and investigate possible misuse.

67. Answer: A – They may fix security weaknesses and bugs
Updates often include security fixes and improvements. They reduce risk but cannot prevent every attack.

68. Answer: A – Malicious software designed to harm or misuse systems
Malware includes harmful programs such as viruses, spyware and ransomware.

69. Answer: A – Detect, block or remove certain malicious software
Antivirus tools help detect and respond to known or suspicious malware, but they are not a complete security solution.

70. Answer: A – To prevent unauthorised access
Locking the screen helps prevent others from accessing an unattended device.

71. Answer: A – Malware that locks or encrypts data and demands payment
Ransomware can make files or systems unavailable and demand payment for restoration.

72. Answer: A – Do not plug it in; report it to IT
Unknown USB drives may contain malware. Do not connect them to work devices.

73. Answer: A – It may be insecure or monitored
Public networks may expose data. Use approved secure connections and avoid sensitive work on untrusted networks.

74. Answer: A – Keep it private and never share it with callers
An OTP is a temporary authentication code. Sharing it can allow someone else to access your account or authorise a transaction.

75. Answer: A – Stop and verify the website before proceeding
A certificate warning may indicate a connection or identity problem. Do not enter sensitive information until verified.

PART C – ANSWERS WITH EASY EXPLANATIONS

Explanations 76 to 100

76. Answer: A – Information that identifies or relates to an individual
Personal data can include a person's name, contact details, identification number or other identifying information.

77. Answer: A – A separate copy of data kept for recovery
A backup is a copy of important information that can be used if the original is lost or damaged.

78. Answer: A – To help recover them after loss, damage or attack
Backups help restore information after accidental deletion, device failure or certain cyber incidents.

79. Answer: A – .csv
CSV stands for comma-separated values and is commonly used to store table-like data.

80. Answer: A – How correct and error-free the data is
Accurate data correctly represents the facts or values it is intended to record.

81. Answer: A – Check for confidential data and remove unnecessary information
Reviewing a file before sharing helps prevent accidental disclosure of confidential or personal information.

82. Answer: A – Applying rules to control the type of data entered
Data validation can restrict entries, such as allowing only dates or values within a specified range.

83. Answer: A – The same record appearing more than once
Duplicate data means repeated records or entries that may distort reports and analysis.

84. Answer: A – To make files easier to identify and manage
Consistent file names help people find the correct document and understand its contents or date.

85. Answer: A – A document restricted to authorised people
Confidential documents contain information that should only be accessed by people with permission.

86. Answer: A – Use an approved secure disposal or shredding process
Secure disposal reduces the risk of sensitive information being recovered by unauthorised people.

87. Answer: A – Report it immediately through the organisation's incident process
Prompt reporting allows the organisation to assess the exposure and take appropriate containment steps.

88. Answer: A – Using computing services over the Internet
Cloud computing provides services such as storage, software and processing through online systems.

89. Answer: A – Google Drive
Google Drive is an online service for storing and sharing files.

90. Answer: A – Access to permitted files from different devices
Cloud services can make files and applications accessible from different devices, subject to connectivity and permissions.

91. Answer: A – Keeping files updated across connected devices or services
Syncing updates files across connected locations so users can work with current versions.

92. Answer: A – To limit access to intended people
Restricting links helps prevent unintended people from viewing or editing files.

93. Answer: A – Whether it is approved and meets company security rules
Company data should be stored only in services approved under the organisation's security and data policies.

94. Answer: A – An online file that authorised users can work on together
Cloud-based documents allow authorised users to access and often edit the same file online.

95. Answer: A – A work environment that uses digital tools and systems
A digital workplace uses technology for communication, collaboration, information and work processes.

96. Answer: A – Use clear, respectful and relevant messages
Respectful and clear messages support effective professional communication.

97. Answer: A – Keep work files secure and communicate progress
Secure devices and regular communication help support safe and productive remote work.

98. Answer: A – To prevent the next user from accessing your account
Signing out ends your session and helps protect your account from the next user.

99. Answer: A – Using technology to perform repeated steps automatically
Workflow automation uses software to carry out routine tasks with less manual effort.

100. Answer: A – Follow the support process and use an approved alternative if available
Using the approved support process and alternatives helps maintain work while protecting company systems.

QUICK COMPUTER & DIGITAL LITERACY TIPS

Computer fundamentals: Understand the roles of the CPU, RAM, storage devices, input/output devices, files, folders and operating systems.

MS Office: Practise basic document formatting, spreadsheet formulas, sorting, charts and presentation slides.

Internet and email: Use browsers carefully, recognise web addresses, write clear subject lines and verify attachments and recipients.

Digital collaboration: Use permissions, shared documents, meeting etiquette and version history responsibly.

Cybersecurity: Use unique passwords, enable 2FA, identify suspicious links and report security incidents promptly.

Data handling: Protect personal and confidential information, maintain backups and check files before sharing.

Cloud and digital workplace: Use approved applications, restrict sharing access and keep work devices secure.

Candidate preparation advice: Learn the purpose of each tool and the safe way to use it. Focus on practical workplace examples rather than memorising terms alone.