The Art of Technical Support

Review Questions

Day 1: Technical Information Resources

Answer each question in a few words. Hand in the answers and also the reports specified in your class notes to the instructor after the quiz at the start of lecture 2.

- 1. Define each element of SQ3R. Explain the benefits of SQ3R for technical support staff.
- 2. Where and how should you organize paper reference materials?
- 3. Explain the advantages of CD-ROM and other electronic media for users of electronic references
- 4. How is "hypertext" different from ordinary text?
- 5. What does "Boolean logic" do for you?
- 6. What does "downloading" mean? Why should you download information from online databases rather than reading the articles on line?
- 7. Compare and contrast USENET news groups and VANs.
- 8. Explain the differences between "moderated" newsgroups and "unmoderated" groups. What are the practical consequences of these differences?
- 9. What are "open" and "closed" mailing lists?

- 11. How could you obtain help quickly in solving a technical problem by using a VAN?
- 12. What's a "forum"?
- 13. Explain and justify each of the recommendations for professional etiquette online.
- 14. What determines whether a site can be called part of the Internet?
- 15. Distinguish between *the Internet* and *cyberspace*.
- 16. Explain the relation between the World Wide Web and the Internet.
- 17. Define the following terms: URL, http, ftp, HTML, hot link.
- 18. How would you tell someone where to look for a specific page on the World Wide Web?
- 19. Explain how you would find technical information you need on the World Wide Web.
- 20. Explain the meaning of the following components of Internet addresses: .com, .edu, .gov, .mil, .net, .org
- 10. Why would anyone consider joining a VAN 21. What is "Yahoo"? like CompuServe if Internet access providers are available?

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