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**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING - FINANCE AND  
ACCOUNTING AND CERTIFICATE IN  
COMMUNICATION AND IT SKILLS  
(DBPOFA/CCITSK)**

**Term-End Examination**

**December, 2013**

**BPOI-007 : IT SKILLS**

*Time : 2 hours*

*Maximum Marks : 50*

**Note :** *Section A : Answer All the objective type questions.*

*Section B : Answer Any 6 out of 8.*

**SECTION-A**

**Answer all the questions.**

1. The start button in Microsoft Windows is on the - 2  
\_\_\_\_\_ by default.  
(a) Right side  
(b) Left side at the bottom  
(c) Both a & b  
(d) None of the above.
2. A powerpoint file is saved with extension. 2  
(a) .doc (b) .ppt  
(c) .apt (d) None of the above
3. The deleted files from the desktop can be 2  
recovered from.  
(a) My Computer.  
(b) By going to c:l  
(c) Recycle bin.  
(d) None of the above.

4. ALU stands for. 2  
(a) Arithmetic logic Unit.  
(b) Arithmetic low Unit.  
(c) Arithmetic lowend Unit.  
(d) None of the above.
5. RAM stands for \_\_\_\_\_ 2  
(a) Read Access Memory.  
(b) Random Access Memory.  
(c) Random Auxiliary Memory.  
(d) None of the above.
6. The pointing devices are. 2  
(a) Mouse.  
(b) Joy stick  
(c) Touch screen  
(d) Light pen  
(e) All of the above.
7. We use sign \_\_\_\_\_ in Excel to start the formula with. 2  
(a) = (b) + (c) / (d) ()
8. The print option in Ms Word can be found under. 2  
(a) Edit Menu  
(b) File menu  
(c) Window Menu  
(d) Tools Menu.
9. You can use the option to view before printing. 2  
(a) Page View  
(b) Print Preview  
(c) Page Setup  
(d) None of the above.
10. You can use the following short cut to copy a text. 2  
(a) CTRL+A  
(b) CTRL+B  
(c) CTRL+C  
(d) None of the above.

## SECTION - B

11. List and explain different types of Security Measures available. 5
  12. What is a Utility program and explain its functions. 5
  13. Explain the advantages of blogging and different ways of sharing the information on Internet. 5
  14. Explain differences between slide sorter and slide show. 5
  15. Explain any 5 features of MS-Excel 5
  16. Explain different components of a Web address. 5
  17. What is a footer ? What is a Header ? Explain the differences between them in MS-Word. 5
  18. Explain the differences between Application Software and System Software. 5
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