

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

**Term-End Examination**

**December, 2018**

**BPOI-007 : IT SKILLS**

*Time : 2 hours*

*Maximum Marks : 50*

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- Note :** (i) *Section A : Answer all the objective type questions.*  
(ii) *Section B : Answer any six questions out of eight.*
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**SECTION - A**

**(Answer all the questions.)**

1. An input device that is used widely in supermarket to scan the code on the product is : **2**  
(a) Keyboard (b) Mouse  
(c) Trackball (d) Barcode Reader
2. Which of the following is not an input device ? **2**  
(a) Keyboard (b) Mouse  
(c) Barcode Reader (d) Printer
3. In MS Word Document margins can be adjusted using : **2**  
(a) Ruler Option (b) Slider  
(c) Minimize button (d) None of above

4. What does HTTP Stands for ? 2  
(a) Hyper Text Transfer Protocol  
(b) Hyper Text Transmitted Procedure  
(c) Hyper Text Transfer Permission  
(d) Hyper Text Transfer Procedure
5. What does WWW stand for ? 2  
(a) World Wide Web  
(b) World Wide Workstation  
(c) World Wide World  
(d) None of the above
6. Following is a spreadsheet application : 2  
(a) MS PowerPoint  
(b) MS Excel  
(c) MS Word  
(d) None of the above
7. What does DNS stands for ? 2  
(a) Domain Naming System  
(b) Domain Name System  
(c) Domain Not System  
(d) All of the above
8. Which one of the below is not an operating system ? 2  
(a) MS DOS (b) Windows  
(c) CODEC (d) MAC
9. Which of the below virus replicates itself ? 2  
(a) Trojan (b) Norm  
(c) Rain Drops (d) None of above
10. One of the below application's can be used DBMS package : 2  
(a) MS Access (b) MS Excel  
(c) MS PowerPoint (d) MS Not

## **SECTION - B**

Answer any six questions

1. Explain how MS Access can be used in a BPO Company. 5
  2. What is Scanner and Briefly explain its functions. 5
  3. Write down the different types of policies for Information Security. 5
  4. What is virus and classify different types of virus available ? 5
  5. What is the use of a search engine ? Explain its features briefly. 5
  6. Explain the function of V Look up ( ) and H Look up ( ) function in MS Excel with an example. 5
  7. Why do we use charts in MS Excel and list types of charts available. 5
  8. Explain the uses of MS-Word in a BPO Company. 5
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