

**B. B. A. (SERVICES MANAGEMENT)
(BBASM)**

**Term-End Examination
December, 2020**

BSMA-001 : BASIC IT SKILLS

Time : 2 Hours

Maximum Marks : 50

Note : *There are **four** questions in this paper.*

Answer all questions.

1. Fill in the blanks with correct option : 1×10=10
 - (a) The process of starting or restarting a Computer is called
 - (i) Booting
 - (ii) Sleeping
 - (iii) Shutting
 - (iv) All of the above
 - (b) LAN stands for
 - (i) Light Area Network

- (ii) Local Area Network
 - (iii) Local Able Network
 - (iv) Low Area Network
- (c) is an online Collaborative Word Processor.
- (i) Microsoft Excel
 - (ii) Windows 10
 - (iii) Google Docs
 - (iv) Google Chrome
- (d) is not a presentation Graphics program.
- (i) Microsoft Power Point
 - (ii) Google Slides
 - (iii) Open Office Impress
 - (iv) Microsoft Word
- (e) Prezi is a software.
- (i) Antivirus
 - (ii) Presentation
 - (iii) Word Processing
 - (iv) Spreadsheet

- (f) An Excel Workbook should have at least Excel Worksheet(s).
- (i) Five
 - (ii) Ten
 - (iii) One
 - (iv) Two
- (g) PIM stands for
- (i) Personal Information Manager
 - (ii) Pure Information Manager
 - (iii) Personal Information Mandate
 - (iv) All of the above
- (h) is a Note-taking Application.
- (i) Myhomework
 - (ii) Evernote
 - (iii) Calculator
 - (iv) Calendar
- (i) is a Speech Recognition System.
- (i) Alema
 - (ii) Cortana
 - (iii) Siri
 - (iv) All of the above

(j) is a resource manager.

(i) Operating System

(ii) Keyboard

(iii) Mouse

(iv) Scanner

2. Answer any *five* of the following questions in about **100** words each : 5×2=10

(a) What are Embedded Operating Systems ?

(b) What is Internet ?

(c) What is Browser Add on ? Give example.

(d) What is Application Software ?

(e) Explain the advantages of Presentation Graphics Software.

(f) What are the advantages of Online Word Processors ?

(g) What is a Spreadsheet ?

(h) What software can be used to prepare tasks that need to be done everyday ?

3. Answer any **four** of the following questions in about **250** words each : $4 \times 5 = 20$

- (a) Write any **five** tips for communicating using e-mail.
- (b) Write any **five** features of a spreadsheet.
- (c) Write any **five** features of Prezi.
- (d) What is Mail Merge ? Write its advantages.
- (e) Write any **five** features of Microsoft Power Point.
- (f) Explain different categories of Application Software.

4. Answer any **one** of the following questions in **500** words : $10 \times 1 = 10$

- (a) Explain any **two** types of file transfer methods.
- (b) Explain and distinguish any **two** operating systems.