

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

Term-End Examination

February, 2021

BPOI-007 : IT SKILLS

Time : 2 hours

Maximum Marks : 50

Note :

*Section A – Answer **all** the objective type questions.*

*Section B – Answer any **six** questions out of eight.*

SECTION A

*Answer **all** the questions.*

1. Which key deletes the character to the left of the cursor ?

2

- (a) Delete
- (b) Backspace
- (c) Esc
- (d) End

2. Asymmetric key encryption systems are also known as _____ systems. 2
- (a) Hybrid
 - (b) Private key encryption
 - (c) Public key encryption
 - (d) None of the above
3. Which of the following is **not** a font style? 2
- (a) Italics
 - (b) Bold
 - (c) Both (a) and (b)
 - (d) Superscript
4. What is the shortcut key to open the open dialog box? 2
- (a) Ctrl + F12
 - (b) Alt + F12
 - (c) Shift + F12
 - (d) F12
5. Getting data from a cell located in a different sheet is called 2
- (a) Functioning
 - (b) Updating
 - (c) Referencing
 - (d) Accessing

- 6.** Multiple calculations can be made in a single formula using 2
- (a) Smart formula
 - (b) Complex formula
 - (c) Array formula
 - (d) Standard formula
- 7.** What is the shortcut key to split a table ? 2
- (a) Alt + Space + Enter
 - (b) Alt + Shift + Enter
 - (c) Ctrl + Shift + Enter
 - (d) Ctrl + Alt + Enter
- 8.** _____ feature of email combines the personalization of four letters with the easy delivery of email, in MS-Word. 2
- (a) MailMerge
 - (b) Auto format
 - (c) View
 - (d) Track changes
- 9.** The key F12 opens the 2
- (a) Close dialogue box
 - (b) Save dialogue box
 - (c) Open dialogue box
 - (d) Save As dialogue box
- 10.** How many characters can be typed in a single cell in Excel ? 2
- (a) 65,535
 - (b) 32,000
 - (c) 1024
 - (d) 256

SECTION B

Answer any **six** questions out of eight.

11. Explain the process of inserting a bar graph in an MS-Word document. 5
12. Explain the term “relationships” in MS-Access and list different kinds of relationships. 5
13. Explain various tools of Internet. 5
14. Describe the process of including animation in PPT presentation. 5
15. Explain features of Access Database. 5
16. What are the differences between Third Generation Computers and Fourth Generation Computers ? 5
17. Explain features of a Search Engine. 5
18. What are the advantages and disadvantages of blogging ? 5
