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**BSMA-001**

**BACHELOR OF BUSINESS  
ADMINISTRATION  
(SERVICES MANAGEMENT)  
(BBASM)**

**Term-End Examination**

**December, 2022**

**BSMA-001 : BASIC IT SKILLS**

*Time : 2 Hours*

*Maximum Marks : 50*

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

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1. Answer all the questions. Each question carries 1 mark : 1×10=10
  - (a) Starting or restarting a computer is called ..... the system.
  - (b) ISP stands for .....
  - (c) ..... is an online collaborative word processor.
  - (d) When you need more screen you can hide the Ribbons quickly by pressing .....

**P. T. O.**

- (e) A worksheet is nothing but collection of ..... in rows and columns where one can store and manipulate data.
- (f) PIM acts as an information tool and is used for recording, ..... and tracking of various kinds of personal information.
- (g) Related data of different types can be entered in different work sheets on the ..... workbook.
- (h) PREZI is one of the most popular online .....
- (i) The ..... command “goes back”, allowing you to revert any changes you have made to the document.
- (j) The web, also known as the World Wide Web or WWW, was introduced in year .....

2. Answer any *five* of the following in about **100** words each. Each question carries 2 marks.

$$2 \times 5 = 10$$

- (a) What do you understand by mobile operating systems ?
- (b) Differentiate between internet and web.

- (c) “The modern web lets you use a variety of web-based applications that allow to use them anywhere, on your computer, or your smartphone.” In view of the statement, explain the benefits of using the web applications.
  - (d) Explain the uses of application software.
  - (e) “To make your presentations more appealing and engaging, you can use transitions and animations of your slides and slide components.” Comment on the statement.
  - (f) Give the uses of spreadsheet.
  - (g) For what purpose can we use Microsoft Outlook ?
  - (h) Define any *two* core terms of Microsoft Excel.
3. Answer any *four* of the following in about **250** words each. Each question carries 5 marks.
- 4×5=20
- (a) Write a note on embedded operating system.
  - (b) Explain how to access the web using providers and browsers.

- (c) How would you explain the concept of search tools ?
  - (d) Write a short note on PREZI.
  - (e) Explain any *two* functions in excel.
  - (f) “Outlook provides an in-built calendar where you can create notifications, set up meetings and appointments, and manage your day-to-day schedule with ease.” Comment on the statement.
4. Answer any *one* question in **500** words :

1×10=10

- (a) “Communication is the most popular internet activity.” What are the ways internet can be used for communication ? Name them and explain any *one* in detail.
- (b) “Microsoft Outlook provides you with the Contacts Options, which allow you to manage and store your contacts in an easy manner.” Comment on the statement.