

No. of Printed Pages : 4

**BPOI-007**

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

**Term-End Examination**

**December, 2022**

**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**

**Note :** Answer all the questions.

1. Portrait and Landscape are : 2
- (a) Paper size
  - (b) Paper layout
  - (c) Paper orientation
  - (d) All of the above

**P. T. O.**

2. .... feature to e-mail combines the personalization of form letters with the easy delivery of e-mail in MS-Word. 2
- (a) Auto format
  - (b) Track changes
  - (c) Mail Merge
  - (d) View
3. Asymmetric-key encryption systems are also known as ..... systems. 2
- (a) Private key encryption
  - (b) Hybrid
  - (c) Public key encryption
  - (d) None of the above
4. Ctrl + Z : 2
- (a) add the new page
  - (b) paste the contents from clipboard
  - (c) redo the last action
  - (d) undo the last action
5. Software which allows user to view of webpage is called as ..... . 2
- (a) Internet Browser
  - (b) Website
  - (c) Operating system
  - (d) Interpreter

6. Which would you choose to move selected text from one place to another ? 2
- (a) Delete and Paste
  - (b) Cut and Paste
  - (c) Copy and Paste
  - (d) Move and Paste
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. What is the short-cut key for spelling check in a document ? 2
- (a) Alt + F7
  - (b) Ctrl + F7
  - (c) Shift + F7
  - (d) F7
9. What is the short-cut key to insert current date in a cell ? 2
- (a) Ctrl + /
  - (b) Ctrl + ;
  - (c) Ctrl + T
  - (d) Ctrl + D

10. What is the short-cut key to open the open dialog box ? 2
- (a) Ctrl + F12
  - (b) Alt + F12
  - (c) Shift F12
  - (d) F12

### Section—B

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

11. Explain Network Topologies in detail. 5
12. What are the objects of Access database ? 5
13. List and explain different types of security measures. 5
14. Write a step by step process to create a table in MS-Word. Also mention how to align the text in a column, selecting a row and bolding the text. 5
15. Explain the applications of MS-Excel in a BPO company. 5
16. What is Virus ? Describe **two** different types of viruses. 5
17. Describe the process of including animation, image and notes in PPT presentation. 5
18. Describe any **five** features of HTML. 5