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

Term-End Examination
December, 2023

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

1. HTML is derived from   2

 (a) TCP/IP

 (b) Browsers

 (c) URL

 (d) SGML

P. T. O.

2. The key F12 opens a/an   2

(a) Save as dialogue box

(b) Save dialogue box

(c) Close dialogue box

(d) Open dialogue box

3. Time required to move the read/write head on a specific (address) track is known as   2

(a) Seek time

(b) Latency time

(c) Access time

(d) Success time

4. To quit PowerPoint using shortcut keys, press :

2

(a) CTRL + E

(b) ALT + F5

(c) ESC + Q

(d) CTRL + Q

5. To change the text font style to italic using shortcut keys, press :   2

(a) SHIFT + I

(b) CTRL + I

(c) ALT + I

(d) INSERT + I

6. The sequence of coded instructions given to computer is called a 2

   (a) Computer program

   (b) Algorithm

   (c) Flowchart

   (d) Utility program

7. .... feature of MS-Word combines the persoanlization of form letters with the easy delivery of e-mail. 2

   (a) Auto format

   (b) Mail merge

   (c) Track changes

   (d) View

8. If you want to keep a track of different editions of a document which features will you use ? 2

   (a) Editions

   (b) Versions

   (c) Track changes

   (d) All of the above

9. What is the shortcut key to undo the last action in a document ?   2

    (a) Ctrl + Z

    (b) Ctrl + Y

    (c) Ctrl + X

    (d) None of the above

10. Ctrl + V can be used to :   2

    (a) Paste tables

    (b) Paste text

    (c) Paste images

    (d) All of the above

Section—B

11. Compare Compiler and Interpreter.   5

12. Explain the term "relationships" in MS-Access and list different kinds of relationships. Also discuss various notations used in E-R diagram.

                                                 5

13. Differentiate between router and gateway.   5

14. What is a firewall ? Discuss the role of firewall in network security. Also, mention the different types of firewalls.   5

15. Write the steps for including the following in any PowerPoint presentation :   5

   (a) Animation

   (b) Images and files

16. How does the search engine work ? Discuss with suitable diagram.   5

17. Write steps to use a Mail Merge feature in word document.   5

18. Write short notes on any *two* of the following : 5

   (a) Parameter queries

   (b) Crosstab queries

   (c) Action queries