

00455

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

Term-End Examination

June, 2018

BPOI-007 : IT SKILLS

Time : 2 hours

Maximum Marks : 50

Note : (i) *Section A : Answer all the objective type questions.*
(ii) *Section B : Answer any six questions out of eight.*

SECTION - A

(Answer all the questions.)

1. Which of the following memory loses its contents when the computer is turned off ? 2
(a) RAM (b) ROM
(c) PROM (d) All of above

2. Which of the technology is used in the evaluation of aptitude test ? 2
(a) OCR (b) OMR
(c) MICR (d) MCR

3. The refresh rate of a monitor is measured in terms of : 2
(a) Pixel (b) Resolution
(c) Bits (d) (Hertz) frequency

4. What does VPN stands for ? 2
(a) Virtual Private Network
(b) Virtual Point of Networks
(c) Virtual Point Network
(d) None of the above
5. Which of the below is not a Web Browser ? 2
(a) Internet Explorer
(b) Mozilla FireFox
(c) Opera
(d) Windows Explorer
6. Which of the below is not an MS Office application ? 2
(a) MS Word (b) MS Access
(c) MS Excel (d) MS CORE
7. In EXCEL, below option function gives us the current date : 2
(a) =TODAY() (b) =DATE()
(c) =VLOOKUP() (d) =HLOOKUP()
8. Which of the application given below will help to create presentation ? 2
(a) MS Excel (b) MS Word
(c) MS PowerPoint (d) MS Access
9. Which of the following is slowest in accessing data ? 2
(a) Zip disk (b) Hard disk
(c) Pen Drive (d) Magnetic tape

10. What does LAN stands for ? 2
- (a) Local Area Network
 - (b) Local Area Notworking
 - (c) Local Area Networking
 - (d) None of the above

SECTION - B

(Answer any six questions out of eight.)

1. What is the difference between a Laser and InkJet printer ? 5
2. Define a virus. Describe two different types of viruses. 5
3. Explain different components of any Web Browser and describe briefly about the function of each component. 5
4. What is a Messenger ? Write some uses of Messenger. 5
5. Explain the applications of MS-EXCEL in a BPO company. 5
6. What are the features of TCP/IP and how does it work ? 5
7. What are the basic features of MS PowerPoint and write its advantages. 5
8. Define Internet. List the various applications of Internet in a BPO company. Explain briefly about any two. 5