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BSMA-001

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

Term-End Examination

June, 2023

BSMA-001 : BASIC IT SKILLS

Time : 2 Hours

Maximum Marks : 50

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

1. Answer all the questions. Each question carries 1 mark :
 - (a) MAC OS is designed to run only with computers.
 - (b) FTP stands for
 - (c) Internet is a vast network that links together millions of worldwide.

P. T. O.

- (d) A table allows you to get the information that you need from a large, detailed data set.
 - (e) Microsoft Outlook has two core components, the interface on the top and the Navigator interface along the bottom left of the screen.
 - (f) You can use Backstage View in order to manage accounts or to and print items.
 - (g) Starting a computer that has been turned off is called a boot.
 - (h) is collection of styles.
 - (i) The command “goes forward”, allowing you to move ahead of the sequence of changes you made to the document, and reverses the undo command.
 - (j) Google + was launched in
2. Answer any *five* of the following in about **100** words each : 2 each
- (a) What do you understand by stand-alone operating systems ?

- (b) Differentiate between Wired and Wireless Connections/Networks.
 - (c) Write a short note on LinkedIn.
 - (d) Explain the uses of word processor.
 - (e) What do you understand by presentation graphics software ?
 - (f) List the benefits of Google docs.
 - (g) Describe Web 3.0.
 - (h) “One of the key features of Microsoft Excel is the ability to add functions and formulas to any cell.” Define these two core terms (functions and formulas) of Microsoft Excel.
3. Answer any *four* of the following in about **250** words each : 5 each
- (a) Name the widely used presentation graphic programs. Explain any *one* of them in detail.
 - (b) What are the important features of a spreadsheet ?

- (c) “Every computer has an operating system, and every operating system performs a variety of functions.” Explain these functions in brief.
 - (d) Explain how to access the web using providers and browsers ?
 - (e) Explain any *two* modes of communication on the Internet.
 - (f) Give the advantages of Microsoft Outlook 2010.
 - (g) What do you understand by “EMAIL ETIQUETTE” ? Explain.
4. Answer any *one* question in **500** words : 10
- (a) “File transfer utility software allows you to copy files to your computer from specially configured servers.” Explain the concept of file transfer utilities and also explain the three types of file transfer.
 - (b) “Microsoft Outlook lets you organize your email inbox according to your preference.” Comment on the statement.