

00356

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

**Term-End Examination**

**December, 2011**

**BPOI-007 : IT SKILLS**

*Time : 2 hours*

*Maximum Marks : 50*

**Note :** *Section A : Answer All the objective type questions.*

*Section B : Answer any 6 questions out of 8.*

**SECTION - A**

Answer *all* the questions :

**2**

1. The current time and date can be found on the \_\_\_\_\_ side of the taskbar on the desktop, by default.

- (a) Left side of the desktop
- (b) Right side of the desktop
- (c) Middle of the desktop
- (d) None of the above

2. EDO RAM stands for :

**2**

- (a) Extended data only RAM
- (b) Extended data output RAM
- (c) Extended data RAM
- (d) None of the above

3. The basic operating system found in any computer is : 2
- (a) DOS
  - (b) OS
  - (c) Both (a) and (b)
  - (d) None of the above
4. The three main objectives of the information security are : 2
- (a) Integrity
  - (b) Confidentiality
  - (c) Availability
  - (d) All of the above
5. VPN Stands for : 2
- (a) Virtual Privacy Node
  - (b) Virtual Public Networking
  - (c) Virtual Private Network
  - (d) None of the above
6. All the webpages are stored in a server called as : 2
- (a) Website
  - (b) Webserver
  - (c) UNIX Server
  - (d) None of the above
7. Following is the website extension used for the educational organisation : 2
- (a) .60m
  - (b) .edu
  - (c) .gov
  - (d) None of the above

8. The technology which lets you do voice calls is called as : 2
- (a) VOIP
  - (b) VOT
  - (c) VOZ
  - (d) None of the above
9. We can use the following to adjust Margins of the text in MS-Word. 2
- (a) Align Right
  - (b) Align Left
  - (c) Ruler
  - (d) None of the above
10. Following feature helps us to send a letter to multiple people without typing text and addresses repeatedly. 2
- (a) Email document
  - (b) Mail merge
  - (c) Search Engine
  - (d) Browser

## SECTION - B

(Answer *any 6* questions out of 8)

11. Explain "track changes" in MS Word and different editing option in it. 5
  12. Explain DBMS and list different types of DBMS mentioning areas in which it is used. 5
  13. Explain the term "charts" in MS Excel and list different types of charts. 5
  14. Explain what is CPU and how does it work ? 5
  15. What is the difference between Ms-Excel and MS PowerPoint ? 5
  16. What is the difference between DBMS and RDBMS ? 5
  17. What is virus and classify different types of viruses available ? 5
  18. Write any 5 features of MS-Access. 5
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