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BSMA-001

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

Term-End Examination

December, 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 : 10

(i) Fill in the blanks :

(a) A _____ occurs when the computer
is already on and you restart it
without turning off the power.

(b) An operating system is a
_____ software.

P. T. O.

- (c) Android is widely used in today's _____.
- (d) PowerPoint presentations are made up of individual graphical units called _____.
- (e) Each _____ has its own set of tools which would help in creating an amazing presentation.
- (ii) State whether the following statements are True or False :
- (f) Operating system is a program which provides a means of communication between the computer and the person working on it.
- (g) MAC OS is designed to run only with DELL computers.
- (h) System software works with customised users.
- (i) Word processor is a mobile application.
- (j) The most widely used spreadsheet program is Microsoft Excel.
2. Answer any *five* of the following in about **100** words each. Each question carries 2 marks : 10
- (a) What is static website ?

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- (b) Benefits of the web applications.
 - (c) Differentiate between Uploading and Downloading.
 - (d) What do you mean by Messaging ?
 - (e) What is Microsoft Outlook ?
 - (f) Define the term 'Plug-in'.
3. Answer any *four* of the following in about **250** words each. Each question carries 5 marks :

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- (a) Explain the functioning of e-mail with the help of suitable examples.
 - (b) Throw a light on various Software complexity.
 - (c) Difference between Internet and Intranet.
 - (d) What is Mobile Operating System ?
 - (e) What are benefits of Google Docs ?
4. Answer any **one** question in **500** words : 10
- (a) How does Microsoft PowerPoint work ? Explain with the help of a suitable example.
 - (b) Name the different types of web utilities and explain each *one* of them.

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