

No. of Printed Pages : 5

**BSMA–003**

**B. B. A. (SERVICES MANAGEMENT)  
(BBASM)**

**Term-End Examination**

**December, 2023**

**BSMA–003 : ADVANCED IT SKILLS**

*Time : 2 Hours*

*Maximum Marks : 50*

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**Note :** *Answer all questions. All questions carry equal marks.*

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1. Answer all the questions. Each question carries 1 mark. 1×10=10
  - (i) Learning advanced Excel can help you to .....
    - (a) Open up work opportunities
    - (b) Use other spreadsheet programs like Google Sheets
    - (c) Automate complex tasks such as data sorting and filtering
    - (d) All of the above

**P. T. O.**

- (ii) How would you rotate text to 45 degrees ?
  - (a) Using Orientation
  - (b) Using Indents
  - (c) Using Wrap Text
  - (d) Using Bold Button
- (iii) Text in two cells can be joined using :
  - (a) CONCAT function
  - (b) CONCATENATE function
  - (c) &character
  - (d) All of the above
- (iv) The following types of values are NOT valid for array constants :
  - (a) Plaintext
  - (b) Boolean values
  - (c) A range of cells
  - (d) Numbers
- (v) What do you think are the benefits of pivot tables ?
  - (a) Automated filtering
  - (b) Categorical data manipulation
  - (c) Data transposing
  - (d) All of the above

- (vi) The default extension for saving modern Excel files is :
- (a) ODT
  - (b) JSON
  - (c) XML
  - (d) XLSX
- (vii) Which keyboard shortcut would you use to access the “Home” tab ?
- (a) Alt+H
  - (b) Ctrl+H
  - (c) Super (Windows Key)+H
  - (d) None of the above
- (viii) To upload a file to Google Drive, you have to click :
- (a) File Upload
  - (b) Google Docs
  - (c) Google Sheets
  - (d) None of the above
- (ix) Recovering changes made to a Google Sheet can be accessed by clicking on :
- (a) File
  - (b) Insert
  - (c) Last Edit
  - (d) Format

- (x) Which of the following can be considered as planning tools ?
- (a) Microsoft OneNote
  - (b) Google Tasks
  - (c) Google Calendar
  - (d) All of the above
2. Write short notes on any *five* of the following in about **100** words each. Each question carries 2 marks : 2×5=10
- (a) Data validation tool
  - (b) Indent
  - (c) AND and OR function
  - (d) Array constants
  - (e) Data transposing
  - (f) JSON
  - (g) Keyboard shortcuts in Microsoft Excel
  - (h) Google drive
3. Answer any *four* of the following questions in about **250** words each. Each question carries 5 marks : 5×4=20
- (a) Outline the steps that you would use for advanced filtering.
  - (b) What is the main difference between COUNT and COUNTA functions ?

- (c) List some of the advantages and disadvantages of using arrays in Microsoft Excel.
  - (d) What steps should you take to change your pivot tables to generate easier to read pivot charts ?
  - (e) What are the steps to import data from a CSV file ?
  - (f) What are the benefits of sharing files and folders using Google Drive ?
4. Answer any *one* question in **500** words :
- 10×1=10
- (a) What are the key advantages of using Google Workspace ?
  - (b) Which tool should you think is more suitable while planning for grocery shopping and explain what are the benefits of using the said tool ?