

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

**Term-End Examination**

**June, 2013**

**BPOI-007 : IT SKILLS**

*Time : 2 hours*

*Maximum Marks : 50*

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

*Section B : Answer any 6 out of 8*

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**SECTION - A**

**(Answer all the questions)**

1. You would need the following to connect to internet using a Dial - up connection : 2  
(a) Modem (b) PC  
(c) Telephone (d) All of the above.
2. ROM stands for \_\_\_\_\_. 2  
(a) Read only Method  
(b) Read only Memory  
(c) Round only Memory  
(d) None of above
3. The Input device for the PC is : 2  
(a) Keyboard (b) Mouse  
(c) Monitor (d) Both (a) and (b).

4. The CPU resides in the box called : 2  
(a) Systematic Unit Box  
(b) System Unit  
(c) System Uniform  
(d) None of the above.
5. The following is not part of CPU : 2  
(a) Keyboard (b) Control Unit  
(c) Microprocessor (d) All of the above
6. Following are the storage device(s) : 2  
(a) Floppy disks (b) CDROM  
(c) Magnetic tapes (d) All of the above
7. The following is the features of MS - Word which enables you to send same letter content for different addresses without typing letters explicitly : 2  
(a) Mail Merge (b) Zoom  
(c) Spell Cheker (d) None of the above
8. The following function word display the current date in MS Excel : 2  
(a) =Date() (b) Date()  
(c) =today() (d) None of the above
9. To Insert table in MS word we can use option : 2  
(a) Table Menu (b) Tools Menu  
(c) Format Menu (d) None of above
10. Any character which needs to be in BOLD can be done using option : 2  
(a) Format →font -Bold  
(b) Select B Button on tools Bar  
(c) Both (a) and (b)  
(d) None of the above

## SECTION - B

(Answer any six questions out of eight) :

11. Explain the functioning of CPU . 5
  12. Explain the differences between System Software and Application Software. 5
  13. Explain any 5 features of a Browser . 5
  14. What are different software security threats ? 5
  15. List and explain different kinds of views available in powerpoint. 5
  16. Explain the process of tracking changes made to a document in MS - word. 5
  17. List any five features of any RDBMS . 5
  18. Explain any 5 features of Wiki. 5
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