

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

**Term-End Examination**

**June, 2022**

**BPOI-007 : IT SKILLS**

*Time : 2 hours*

*Maximum Marks : 50*

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**Note :**

*Section A – Answer **all** the objective type questions.*

*Section B – Answer any **six** questions out of eight.*

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**SECTION A**

*Answer **all** the questions.*

1. MS-Excel files have a default extension of : 2
  - (a) xlw
  - (b) 123
  - (c) wlz
  - (d) xls
  
2. What does DNS stand for ? 2
  - (a) Domain Not System
  - (b) Domain Naming System
  - (c) Domain Name System
  - (d) None of the above

3. The refresh rate of a monitor is measured in terms of : 2
- (a) Pixel
  - (b) (Hertz) Frequency
  - (c) Resolution
  - (d) Bits
4. \_\_\_\_\_ scans the entire program first and then converts it into machine code. 2
- (a) Assembler
  - (b) Compiler
  - (c) Interpreter
  - (d) Syntax Analyser
5. DOS Attack, Social engineering, Unauthorized access and Data Interception are types of \_\_\_\_\_. 2
- (a) Network security threats
  - (b) Network equipment
  - (c) Firewalls
  - (d) None of the above
6. The collection of programs which enables users to create and maintain a database is called \_\_\_\_\_. 2
- (a) DBMS
  - (b) Transactional File System
  - (c) Knowledge Management System
  - (d) Master File

7. Which of the following is **not** a type of page margin ? 2
- (a) Centre
  - (b) Right
  - (c) Top
  - (d) Left
8. Ctrl + V can be used to : 2
- (a) Paste tables
  - (b) Paste text
  - (c) Paste images
  - (d) All of the above
9. Which key on the keyboard can be used to view slideshow ? 2
- (a) F10
  - (b) F5
  - (c) F2
  - (d) F1
10. In MS-Word, (Ctrl + S) is for \_\_\_\_\_. 2
- (a) Size
  - (b) Save
  - (c) Spelling Check
  - (d) Scenarios

## SECTION B

*Answer any **six** questions out of eight.*

11. What is the difference between themes, page templates and web templates ? 5
  12. How does the e-mail system work ? 5
  13. Explain the use of MS-PowerPoint. Also describe its important features. 5
  14. Explain the term “relationships” in MS-Access and list different kinds of relationships. 5
  15. Describe any three charts and their significance in MS-Excel. 5
  16. Define Internet. List the various applications of Internet in a BPO company. Explain briefly about any three. 5
  17. Write down the different types of policies for Information Security. 5
  18. Explain the process of inserting a bar graph in MS-Word document. 5
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