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

Term-End Examination

June, 2024

BSMA-001 : BASIC IT SKILLS

Time : 2 Hours

Maximum Marks : 50

Note : Answer all questions.

1. Answer all the questions. Each question carries 1 mark :

(i) Fill in the blanks :

- (a) Starting a computer that has been turned off is called a
- (b) The Toolbar is located on top of the Ribbon interface.
- (c) Shortcut key to insert the table

- (d) Outlook provides an in-built calendar where you can create
- (e) An Excel document is like a book which can have sheets.

(ii) State whether the statement is True or False :

- (f) Not all mobile applications will run on all smartphones.
- (g) Application software is an end user software and is used to accomplish a variety of tasks.
- (h) All types of organisations use spreadsheets to create memos, letters and faxes.
- (i) Google Docs is an online collaborative word processor.
- (j) Shortcut key for the Autosum is ALT and S.

2. Answer any *five* of the following in about **100** words each : 2 marks each

- (a) What is a Digital Signatures ?
- (b) Differentiate between Redo and Undo.

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- (c) Define Firewall.
 - (d) What is Google Play Store ?
 - (e) What are Email Etiquettes ?
 - (f) Differentiate between Workbook and a Worksheet.
3. Answer any four of the following in about **250** words each : 5 marks each
- (a) What are the various functions and features of operating system ?
 - (b) Distinguish between Android and iOS.
 - (c) “Plug-ins are programs that start automatically and operate”. Elucidate with the help of an example.
 - (d) Differentiate between UNIX and LINUX.
 - (e) Write short note on Webcast and Podcast.
4. Answer any *one* question in **500** words : 10 marks each
- (a) What do you mean by Internet ? Which one is your favorite mode of communication on the Internet and why ?

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- (b) “Social networking is one of the fastest-growing and most significant web 2.0 applications” Elucidate. Name five Social Networking Platforms with the help of examples.
