

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING – F & A PROGRAMME**

**Term-End Examination**

**December, 2010**

**BPOI-007 : IT SKILLS**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : (i) Please answer all objective type questions in  
Section-I and select the most appropriate answer.  
(ii) Section-II. Answer any four questions.*

**SECTION - I**

*Objective type questions :*

1. The screen background is known as : 2
  - (a) Desktop
  - (b) Application
  - (c) Window
  - (d) Frame
  
2. WAN Stands for : 2
  - (a) West Area Network
  - (b) Where Area Network
  - (c) Wide Area Network
  - (d) None of the above

3. A Template is : 2
- (a) Base of the slide
  - (b) Background of the slide
  - (c) Face of the slide
  - (d) Origination of the slide.
4. MS -WINDOWS is : 2
- (a) Special Purpose Software
  - (b) Operating System
  - (c) Often requested by other application programs
  - (d) None of the above
5. Scandisk is used to : 2
- (a) Debug the operating system.
  - (b) Check for the viruses.
  - (c) Check for logical and physical errors.
  - (d) Check capacity of hard disk.
6. To insert a new worksheet, select : 2
- (a) Worksheet from Tools menu.
  - (b) Worksheet from insert menu.
  - (c) Sheet from insert menu.
  - (d) Sheet from tools menu.
7. There are \_\_\_\_\_ rows in one worksheet : 2
- (a) 16384
  - (b) 99999
  - (c) 999
  - (d) 256

8. The Protocol that supports file transfer Exclusively is \_\_\_\_\_: 2
- (a) HTTP
  - (b) e-mail
  - (c) FTP
  - (d) Both (a) and (b)
9. Audio files will have \_\_\_\_\_ extension : 2
- (a) .mpg
  - (b) .exe
  - (c) .bat
  - (d) .wav
10. The components of Multimedia are : 2
- (a) Textual Information and images
  - (b) Animation, Digital, Audio and Video
  - (c) Both (a) and (b)
  - (d) None of the above
11. OLE Stands for : 2
- (a) Object Linking and Embedding
  - (b) Object Linking and Encapsulation
  - (c) Object Linking and Encoding
  - (d) None of the above.
12. Internet addresses are usually written as : 2
- (a) Four numbers separated by periods.
  - (b) Five numbers separated by periods.
  - (c) Four numbers separated by commas.
  - (d) Five numbers separated by commas.

13. A device that performs modulation is known as \_\_\_\_\_ 2
- (a) Demodulator
  - (b) Modulator
  - (c) Transmitter
  - (d) Receiver
14. Second Generation Computers use : 2
- (a) Transistors
  - (b) Vacuum tubes
  - (c) ICS
  - (d) None of the above
15. VLSI Stands for : 2
- (a) Very Loose Scale Integration
  - (b) Very Large Scale Integration
  - (c) Versatile Large Scale Integration
  - (d) None of the above
16. Data link Layer is in between \_\_\_\_\_ and \_\_\_\_\_ layers : 2
- (a) Network and Physical
  - (b) Session and Transport
  - (c) Application and Presentation
  - (d) None of the above
17. Array is a collection of : 2
- (a) Different data items
  - (b) Data of same type
  - (c) Not of data item
  - (d) None of the above

18. Software security can be achieved by : 2
- (a) Passwords
  - (b) Back -up of files
  - (c) Using Original Software
  - (d) All of the above
19. Database Packages are useful in : 2
- (a) Creating a query
  - (b) Generating of reports
  - (c) Maintaining database
  - (d) All of the above.
20. SLIP Stands for : 2
- (a) Serial Line Interface Protocol.
  - (b) Sequential Line Interface Port.
  - (c) Serial Line Interface Port.
  - (d) Serial Line Internet Protocol.
21. An Excel Worksheet has \_\_\_\_\_ extension : 2
- (a) .wks
  - (b) .xls
  - (c) .123
  - (d) .exl.
22. In Excel, you press ctrl + end to select : 2
- (a) The lower right corner of the window
  - (b) The lower right corner
  - (c) The last cell in a sheet.
  - (d) None of the above.

23. Fx in the function bar can be used for : 2
- (a) Editing the existing formulae/value in the cell.
  - (b) Can be used for typing fresh formulas in the cell.
  - (c) Both (a) and (b)
  - (d) None of the above.
24. You can use the following option to insert the Clipart in MS-Word : 2
- (a) Insert → Picture → from file
  - (b) Insert → Picture → clipart
  - (c) Both (a) and (b)
  - (d) None of the above.
25. You can use the following step to insert the header and footer in MS-Word : 2
- (a) Insert → Header and Footer
  - (b) View → Header and Footer
  - (c) Table → Header and Footer
  - (d) None of the above.
26. How will I activate the track changes option in MS word : 2
- (a) Table → Track changes
  - (b) Insert → Track changes
  - (c) Tools → Track changes
  - (d) None of the above

27. To insert the chart in the worksheet, you can use the option : 2
- (a) Insert → chart
  - (b) Insert → object
  - (c) Both (a) and (b)
  - (d) None of the above
28. Word Count Command does not count : 2
- (a) Number of pages
  - (b) Words in header and footer
  - (c) Number of paragraphs
  - (d) All of the above.
29. To move window : 2
- (a) Click and drag title bar
  - (b) Click and drag the control menu bar
  - (c) Click and drag the task bar
  - (d) None of the above.
30. The pagination of the document depends on : 2
- (a) The margin setting
  - (b) The size of the paper
  - (c) The page layout
  - (d) All of the above.

## SECTION - II

Answer *any four* questions :

31. Define Computer. What are the advantages and disadvantages of a computer? Explain its characteristics? 10
  32. Write various steps to do formatting of text in MS-Word ? 10
  33. What is MS-Excel ? Explain any four features with examples ? 10
  34. What- is the difference between MS-Access and MS-Power Point. Explain the steps for creating slides in MS-Power Point? 10
  35. What is the importance of database ? And list any four differences between DBMS and RDBMS? 10
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