

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING-FINANCE & ACCOUNTING**

00172

Term-End Examination

June, 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 4 questions.

SECTION - I

Objective type questions :

1. You right click the mouse button to get : 2
 - (a) Short cut menu
 - (b) Cursor
 - (c) To highlight text
 - (d) None of the above

2. You will find the task bar on the : 2
 - (a) Right side of the desktop
 - (b) Left side of the desktop
 - (c) Bottom of the desktop
 - (d) None of the above

3. An ICON on the desktop is : 2
(a) Is a picture to identify the program
(b) Is an object to identify the program
(c) Both (a) and (b)
(d) None of the above
4. RAM stands for : 2
(a) Ram Access Memory
(b) Rom Access Memory
(c) Random Access Memory
(d) None of the above
5. WWW stands for : 2
(a) World Wise Web
(b) World Wide Web
(c) World With Web
(d) None of the above
6. A virus is a program which effects : 2
(a) Exe files
(b) Doc files
(c) Ppt files
(d) All of the above
7. To insert the table in MS-Word document, I can use the option : 2
(a) Insert → table
(b) Table → insert → Table
(c) File → insert → table
(d) None of the above
8. _____ will allow me to put the information on top and bottom of the document. 2
(a) Header and Footer
(b) Head and Foot
(c) Both (a) and (b)
(d) None of the above

9. Following are the network topologies which are available : 2
(a) Star (b) Ring
(c) Bus (d) Tree
(e) All of the above
10. The most popular search engines available are : 2
(a) Google (b) Yahoo
(c) M S N (d) All of the above
(e) None of the above
11. A modem is called as : 2
(a) Modulator and Demodulator
(b) Module and de-Module
(c) Modeling and de-Modeling
(d) None of the above
12. I can use the following to convert data into picture : 2
(a) Pivot tables
(b) Charts
(c) Pictures
(d) None of the above
13. Following components are required for setting up the internet. 2
(a) Computer
(b) Modem
(c) Telephone line
(d) ISP
(e) All of the above
14. I can launch Ms-Word program by selecting : 2
(a) Start → program → Microsoft Word
(b) Start → Run → Microsoft Word
(c) Both (a) and (b)
(d) None of the above

15. To open a new document in Ms-word I can select the option : 2
- (a) Format → New Document
 - (b) File → New
 - (c) Tools → New
 - (d) None of the above
16. I can use the following option to change the small text to capitals : 2
- (a) File → change case
 - (b) Format → change case
 - (c) Table → change case
 - (d) None of the above
17. The application which helps me to work with document and text is : 2
- (a) Microsoft Excel
 - (b) Microsoft Word
 - (c) Microsoft Powerpoint
 - (d) None of the above
18. A shortcut key to undo the last tasks performed in the document is : 2
- (a) CTRL + C
 - (b) CTRL + D
 - (c) CTRL + Z
 - (d) CTRL + F

19. The file saved in Ms-word will be saved as : 2
- (a) .Ppt
 - (b) .Doc
 - (c) .XLS
 - (d) None of the above
20. Ms Powerpoint can be used for : 2
- (a) Creating presentation
 - (b) Creating excel file
 - (c) Creating word document
 - (d) None of the above
21. To Insert a new slide in the Ms powerpoint presentation : 2
- (a) Click on Insert → New slide
 - (b) Click on Tools → New slide
 - (c) Click on File → New slide
 - (d) None of the above
22. You can use the _____ option to make notes in the slide : 2
- (a) Notes pages view
 - (b) Slide show
 - (c) Outline view
 - (d) None of the above

23. You can use the following option to insert a new picture of your own in the slide : 2
- (a) Insert → picture → from File
 - (b) Insert → picture → object
 - (c) Insert → picture → clip art
 - (d) None of the above
24. By default the worksheets in Ms excel are Named as : 2
- (a) Worksheet 1, Worksheet 2 and Worksheet 3
 - (b) Sheet 1, Sheet 2, Sheet 3
 - (c) All of the above
 - (d) None of the above
25. Columns in Ms-Excel are named in : 2
- (a) Numbers
 - (b) Alphabets
 - (c) Alpha numerical
 - (d) None of the above
26. _____ is the option available to sort the data according to the requirement : 2
- (a) Sort data
 - (b) Pivot Tables
 - (c) Alignment
 - (d) None of the above

27. = Today () function would display in Ms excel : 2
- (a) Current date, Month and Year
 - (b) Current date and Time
 - (c) Both (a) and (b)
 - (d) None of the above
28. _____ is the main building block of Ms Database : 2
- (a) Lists
 - (b) Tables
 - (c) Queries
 - (d) None of the above
29. A row in Ms Access table is also called as : 2
- (a) Record
 - (b) A field
 - (c) A datatype
 - (d) None of the above
30. The table can be changed with different format using : 2
- (a) Table Auto Format
 - (b) Table Format
 - (c) Both (a) and (b)
 - (d) None of the above

SECTION - II

Answer any four questions :

31. What are the different kinds of Microsoft Office applications available and explain them in detail with functionality ? 10
 32. What is the difference between MS Word and MS Excel. Explain the steps of creating chart in MS Excel ? 10
 33. Explain the term Mail Merge and list the features in detail ? 10
 34. Explain what is Internet and what are the advantages and disadvantages ? 10
 35. List the function of MS Excel and explain at least 6 functions in Excel. 10
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