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BSMA–001

BACHELOR OF BUSINESS ADMINISTRATION (SERVICES MANAGEMENT) (BBASM)

Term-End Examination

December, 2024

BSMA-001 : BASIC IT SKILLS

Time : 2 Hours *Maximum Marks : 50*

Note : *There are* ***four*** *questions in this paper. Answer all questions.*

1. Answer all the questions. Each question carries 1 mark : 1×10=10

   Fill in the blanks :

   (a) Starting a computer that has been turned off is called a ..... boot.

   (b) Network Operating Systems (NOS) are used to control and coordinate computers that are ..... or linked together.

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(c) The best-known Internet security suites are ..... Internet Security and Quick Heal.

(d) A .... is the portion of the application that allows to control and to interact with the program.

(e) One of the most popular online presentation softwares is ..... .

State whether True or False :

(f) iOS, formerly known as iPhone OS, was originally developed by Google.

(g) Wikis support collaborative writing building knowledge over time.

(h) Research shows that people learn better when information is presented visually.

(i) You can open Google Docs by going to https://docs.yahoo.com.

(j) Outlook allows you to color-code your emails for easier visibility.

2. Answer any *five* of the following in about **100** words each. Each question carries 2 marks. 2×5=10

Briefly explain the following :

(a) Operating System

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(b) World Wide Web (www)

(c) LinkedIn

(d) Grammarly

(e) Quick Access Toolbar

(f) Microsoft To Do

(g) E-mail Etiquette

(h) Evernote

3. Answer any *four* of the following questions in about **250** words each. Each question carries 5 marks. 5×4=20

(a) What is Graphical User Interface ? Discuss the important features common to most operating systems and application programs.

(b) Give the differences between Wired and Wireless Internet Connections.

(c) Write a short note on Blogs and Microblog.

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(d) What is word processor ? Give examples of word processors.

(e) Give any *five* common keyboard shortcuts used in Microsoft Word.

(f) How is a PowerPoint Presentation created ?

4. Answer any *one* question in **500** words : 10×1=10

(a) Explain the term e-mail and the *three* basic elements of a typical e-mail message.

(b) What is Microsoft Excel ? Explain any *two* functions and formulas in Excel.

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