

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

Term-End Examination

December, 2025

BPOI-007 : IT SKILLS

Time : 2 Hours

Maximum Marks : 50

Note : (i) **Section A :** Attempt all the objective type questions.

(ii) **Section B :** Answer any **six** questions out of eight.

Section—A

Note : Answer all the objective type questions.

1. Software which allows user to view the webpage is called as 2
- (a) Website

- (b) Interpreter
 - (c) Internet Browser
 - (d) Operating System
2. Ctrl + V can be used to 2
- (a) Paste tables
 - (b) Paste images
 - (c) Paste text
 - (d) All of the above
3. Ctrl + Z is used to 2
- (a) Paste the contents from clipboard
 - (b) Add the new page
 - (c) Undo the last action
 - (d) Redo the last action
4. Displaying specific parts of data in Excel can be accomplished by simply applying filters with Excel's command. 2
- (a) Selector
 - (b) Sorter
 - (c) Autofiller
 - (d) Autofilter

5. scans entire program first and then converts it into machine code. 2
- (a) Syntax Analyser
 - (b) Assembler
 - (c) Interpreter
 - (d) Compiler
6. database is like a tree-structure which has one root and many branches. 2
- (a) Sequential
 - (b) Network
 - (c) Hierarchical
 - (d) Relational
7. is a program that crawls on the web to collect and index the pages as per search parameters. 2
- (a) Spider
 - (b) TCP/IP
 - (c) Browser
 - (d) Search engine

8. Once a mail is sent, it is moved to
folder of e-mail software. 2
- (a) Inbox
 - (b) Trash
 - (c) Spam
 - (d) Sent
9. MIDI is a format for 2
- (a) Audio
 - (b) Animation
 - (c) Vector
 - (d) Picture
10. defines the style and layout of an
HTML page. 2
- (a) TCP/IP
 - (b) HTML
 - (c) CSS
 - (d) DOM

Section—B

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

11. Explain any *five* applications of MS-Excel in
a BPO-Company. 5

12. Explain the different components of a web browser and describe briefly about the function of each component. 5
13. Define a firewall and briefly discuss any *two* types of firewalls with the help of suitable diagram for each. 5
14. What are the differences between Internet and Intranet ? 5
15. How do you use a header and footer in MS-Word ? 5
16. Explain how MS-Access can be used in a BPO-Company. 5
17. How does the e-mail system work ? 5
18. Differentiate between bridges and gateways (network devices). 5

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