No. of Printed Pages : 4

# BSMA–001

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

## Term-End Examination

## December, 2025

### BSMA-001 : BASIC IT SKILLS

*Time : 2 Hours* *Maximum Marks : 50*

***Note :*** *Attempt all the questions.*

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

   Fill in the blanks :

   (a) Starting or restarting a computer is called ..... .

   (b) A ..... is a pre-defined formula in Microsoft Excel.



Downloaded from www.IGNOUBABA.com

(c) FTP stands for ..... .

(d) A worksheet is a collection of ..... in rows and columns where one can store and manipulate data.

(e) ..... is designed to run only with Apple computers.

State whether the following statements are True *or* False :

(f) Creating blogs and wikis are examples of web authoring.

(g) Android is widely used in today's smartphones.

(h) Slide transitions are animation effects that occur when changing a slide.

(i) The TRIM function in Excel removes excess whitespace or spacebar and tab characters in cells.

(j) Clipboard is a place where text which is copied cannot be stored.



Downloaded from www.IGNOUBABA.com

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

   (a) Define the term 'Plug-in'.

   (b) Differentiate between Uploading and Downloading.

   (c) What is a static website ?

   (d) Give the uses of spreadsheets in day-to-day life.

   (e) Define Personal Information Manager (PIM).

   (f) What are the benefits of using Internet Web Browser ?

   (g) What is the difference between Wired and Wireless Networks ?

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

   (a) Explain the functions of an Operating System.

   (b) Describe how to use Mail Merge for sending bulk mails or letters.



Downloaded from www.IGNOUBABA.com

(c) Write a note on stand-alone operating systems.

(d) Explain how you can use Microsoft Excel for conditional formatting.

(e) Discuss the most common commands on the Quick Access Toolbar in Microsoft Word.

(f) Explain how to add a picture to a slide in PowerPoint.

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

(a) Explain the different types of file transfer utilities and describe *three* methods for transferring files.

*Or*

(b) Discuss how Microsoft PowerPoint can be used to create engaging presentations, with an example.

× × × × ×



Downloaded from www.IGNOUBABA.com