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BSMA–001

BACHELOR OF BUSINESS ADMINISTRATION (SERVICES MANAGEMENT) (BBASM)

Term-End Examination

June, 2025

BSMA-001 : BASIC IT SKILLS

Time : 2 Hours *Maximum Marks : 50*

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

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

   Fill in the blanks :

   (a) Operating systems are common in most of the ..... based devices.

   (b) Popular network operating systems include ....., Windows Server and UNIX.

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(c) E-mail is the transmission of ..... messages over the Internet.

(d) ..... Access Toolbar is located on top of the Ribbon interface and contains some of the most used functions.

(e) A Personal ..... Manager (PIM) is a type of application software.

State whether True or False :

(f) A folder cannot contain other folders or subfolders.

(g) MAC OS is designed to run only with Apple computers.

(h) Make text bold and underlined by clicking on the 'B' button, and the 'I' button.

(i) Presentation graphics software are tools that are used for creating slideshows of charts.

(j) To open Prezi, go to https://www.prezi.com.

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

   Briefly explain the following :

   (a) Booting

   (b) Windows 10

   (c) Filters

   (d) Google Drive

   (e) File Menu

   (f) Microsoft PowerPoint

   (g) My Homework

   (h) Spreadsheet

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

   (a) Explain Embedded Operating Systems with examples.

   (b) What are Plug-ins ? Give examples of some widely used Plug-ins.

   (c) Write a short note on Webcast and Podcasts.

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(d) Describe Microsoft Word. How do you open a new template in Microsoft Word ?

(e) What is a Google Docs ? What are the benefits of Google Docs ?

(f) Give the uses of Spreadsheets.

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

(a) Discuss the features of Text Messaging and Instant Messaging Systems.

(b) What is Microsoft Outlook ? What are the advantages of Microsoft Outlook 2010 ?

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