Bachelor of Arts
(Facility and Services Management)

**BAFSM
SECOND YEAR**

**Third Semester
&
Fourth Semester**

**Assignments Booklet
(2025)**

**CIT-001, BFO-006, BFO-007, BFO-008
BFO-009, BFO-010, CIT-002 & BFO-011**

**School of Tourism and Hospitality Services Management
Indira Gandhi National Open University Maidan Garhi, New Delhi – 110 068**

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BAFSM ASSIGNMENTS

Bachelor of Arts (Facility and Services Management)

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Dear Student,

You will have to do one Tutor Market Assignment (TMA) in each of the courses in B. A. (Facility and Services Management).

Before attempting the assignments, please read the instructions provided in the Programme Guide for Bachelor of Arts (Facility and Services Management). In this dispatch we are sending you the Assignments for CIT-001, BFO-006, BFO-007, BFO-008, BFO-009, BFO-010, CIT-002 and BFO-011

Note: All Assignments must be submitted in time and they should be sent to the Coordinator of your Study Centre. You must mention your Enrolment Number, Name, Address, Assignment Code and Study Centre Code on the first page of the assignment.

You must obtain a receipt from the Study Centre for the assignments submitted and retain it. If possible, keep a photocopy of the assignments with you.

After evaluation, the assignments have to be returned to you by the Study Centre. Please insist for this and keep them as a record with you. The Study Centre has to send the marks to Students Evaluation Division at IGNOU, New Delhi.

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GUIDELINES FOR DOING ASSIGNMENTS

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We expect you to answer each question in about 600 words or as mentioned in the assignments. You will find it useful to keep the following points in mind:

1. **Planning:** Read the assignments carefully. Go through the Units on which they are based. Make some points regarding each question and then rearrange them in a logical order.
2. **Organization:** Be a little selective and analytic before drawing up a rough outline of your answer. Give adequate attention to your introduction and conclusion.
   Make sure that your answer:
   a. is logical and coherent;
   b. has clear connections between sentences and paragraphs; and
   c. is written correctly giving adequate consideration to your expression, style and presentation.
3. **Presentation:** Once you are satisfied with your answer, you can write down the final version for submission, writing each answer neatly and underlining the points you wish to emphasize.

Wishing you all the best,

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Prof. (Dr.) Paramita Suklabaidya
and Dr. Jatashankar R Tewari
Programme Coordinator, BAFSM

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Last Date of Submission of Assignments

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Session	Last date of submission	Place of submission
For June Term End Examination 2025	30th April 2025	Coordinator of the **Student Study center**
For December Term End Examination 2025	30th October 2025	Coordinator of the **Student Study center**

Course Code	: CIT-002
Course Title	: Introduction to Information Technology
Assignment Number	: CIT/CIT-002/ASSIGN/2025
Maximum Marks	: 25

There are four questions in this assignment. Answer all the questions. The examples, whenever asked to be given, should be different from those that are discussed in the corresponding course material.

Question 1: (Covers Block 1) (6 marks)

(a) Define the term Data, Information, Knowledge and Wisdom. How are they related to each other? Explain any two technologies that are used for storing data.

(b) List and explain the features of Traditional computer based technologies in the context of ICT. What is digital divide? What is the effect of digital divide on employment and development?

(c) What are the functions of digital identity? Explain with the help of an example. What are the different cyber crimes? How can the cyber crimes be prevented?

Question 2: (Covers Block 2) (2+1+2+2= 7 marks)

(a) What are different types of e-Commerce? Explain each with the help of an example. List any four systems of payments. Explain any one of these giving its advantages and disadvantages.

(b) What is e-Democracy? Compare e-Democracy with e-Government.

(c) Explain the features of any three media creation tools and any three interactive tools in the context of eLearning.

(d) Explain the use of ICT in maintaining online health records, and patient monitoring and Home care.

Question 3: (Covers Block 3) (6 marks)

(a) List the phases of development of a MIS. List any 10 requirements for development of an Information System for a University.

(b) Explain the following components of an MIS.
   i)   Manufacturing and Logistics
   ii)   Finance and Accounting

(c) List the features of the following IT projects in India – AGMARKNET, ERNET.

Question 4: (Covers Block 4) (6 marks)

(a) List the characteristics of an embedded system? Explain different types of embedded operating systems.

(b) Explain the following in the context of HCI:
   (i)   Optical Scanner, and Headphones (ii) Graphical User Interfaces (iii) Hypertext

(c) Explain the following in the context of Computer Vision:
   (i)   Image Processing
   (ii)   Pixel
   (iii)   Photogrammetry
   (iv)   Occlusion
   (v)   Illumination
   (vi)   Video Surveillance