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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.

- (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

- (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.

- (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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