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**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*

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**Note :** Attempt all the questions.

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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.

- (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.

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.

- (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.

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