

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING-FINANCE AND
ACCOUNTING/CERTIFICATE IN
COMMUNICATION AND IT SKILLS
(DBPOFA/CCITSK)**

Term-End Examination

June, 2025

BPOI-007 : IT SKILLS

Time : 2 Hours

Maximum Marks : 50

Note : (i) **Section A :** Attempt all the objective type questions.

(ii) **Section B :** Answer any **six** questions out of eight.

Section—A

Note : Answer all the objective type questions.

1. In which view headers and footers are visible ? 2

(a) Normal view

- (b) Page layout view
 - (c) Print layout view
 - (d) Draft view
2. To open a new document in MS-Word, select the option : 2
- (a) Format → New Document
 - (b) Tools → New
 - (c) File → New
 - (d) None of the above
3. To apply center alignment to a paragraph, we can press 2
- (a) Ctrl + S
 - (b) Ctrl + C
 - (c) Ctrl + C + A
 - (d) Ctrl + E
4. Multiple calculations can be made in a single formula using 2
- (a) Smart formula
 - (b) Array formula
 - (c) Standard formula
 - (d) Complex formula

5. Which menu option can be used to split window into two ? 2
- (a) View → Window → Split
 - (b) Format → Window
 - (c) View → Split
 - (d) Window → Split
6. The following function would display the current date in MS-Excel : 2
- (a) Date
 - (b) = Today()
 - (c) = Dates()
 - (d) None of the above
7. Getting data from a cell located in a different sheet is called : 2
- (a) Referencing
 - (b) Functioning
 - (c) Accessing
 - (d) Updating
8. Any character which needs to be in BOLD can be done using the option : 2
- (a) Format → Font → Bold

- (b) Select B button on the toolbar
 - (c) Both (a) and (b)
 - (d) None of the above
9. The protocol on Internet is used for transfer of files. 2
- (a) TELNET
 - (b) ARP
 - (c) VPN
 - (d) FTP
10. is a special folder that stores all the unsolicited e-mails like junk mails. 2
- (a) Draft
 - (b) Extra
 - (c) Spam
 - (d) Trash

Section—B

Note : Answer any **six** questions out of eight.

11. Define a virus. Describe *two* different types of viruses along with their impact on the system(s). 5

12. Define Internet. List the various applications of Internet for a BPO company. Explain them briefly. 5
13. Write a step-by-step process to create a table in MS-Word. Also, mention how to align the text in a column, selecting a row and bolding the text. 5
14. Describe any *three* charts and their significance in MS-Excel. 5
15. Define an Operating System. Briefly explain any *three* types of Operating System. 5
16. Explain the procedure to import/export the data from and to Excel in MS-Access. 5
17. What are the features of TCP/IP and how does it work ? 5
18. Explain any *five* features of MS-Power Point. 5

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