

**BACHELOR OF BUSINESS  
ADMINISTRATION (SERVICES  
MANAGEMENT) (BBASM)**

**Term-End Examination**

**June, 2025**

**BSMA-001 : BASIC IT SKILLS**

*Time : 2 Hours*

*Maximum Marks : 50*

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

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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.

- (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>.

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

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 :  $5 \times 4 = 20$
- (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.

- (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 :
- $1 \times 10 = 10$
- (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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