

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

Term-End Examination

June, 2026

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 questions.

1. The refresh rate of a monitor is measured in terms of : 2
 - (a) Resolution

- (b) Bits
 - (c) Frequency (Hertz)
 - (d) Pixel
2. What does VPN stand for ? 2
- (a) Virtual Point Network
 - (b) Virtual Point of Networks
 - (c) Virtual Private Network
 - (d) Vast Public Network
3. To insert a new slide in a current presentation, we can press : 2
- (a) Ctrl + Y
 - (b) Ctrl + M
 - (c) Ctrl + Z
 - (d) Ctrl + N
4. Which of the following is a font style in MS-Word ? 2
- (a) Bold
 - (b) Superscript
 - (c) Footer
 - (d) Page

5. You can close MS-Word application by : 2
- (a) Ctrl + Z
 - (b) Ctrl + S
 - (c) Alt + F4
 - (d) None of the above
6. Shift + F3 is used to change 2
- (a) Font Type
 - (b) Font Case
 - (c) Margin
 - (d) Font Size
7. Which shortcut key is used to save a document ? 2
- (a) Ctrl + A
 - (b) Ctrl + R
 - (c) Ctrl + S
 - (d) Ctrl + V

8. For undoing the modifications made in a document, is used. 2
- (a) Ctrl + X
 - (b) Ctrl + Z
 - (c) Ctrl + Y
 - (d) Ctrl + C
9. can convert digital signal to analog signal and vice-versa. 2
- (a) Modem
 - (b) Server
 - (c) Client
 - (d) None of the above
10. The word QWERTY is related with 2
- (a) Printer
 - (b) Monitor
 - (c) Mouse
 - (d) Keyboard

Section—B

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

11. What is Cache Memory ? How does it differ from Main Memory ? 5
12. Explain any *five* types of security threats to a computer. 5
13. Explain circuit switching and packet switching technique. 5
14. What are Header and Footer ? How are they created in a document ? 5
15. Explain how Page Margins and Page size are changed in MS-Word ? 5
16. How custom controls are used in MS-Excel ? 5
17. What is the use of a PowerPoint Presentation ? How can one make an effective presentation ? 5
18. Explain the difference between a form and a report. 5

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