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BSMA-001

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

Term-End Examination

June, 2026

BSMA-001 : BASIC IT SKILLS

Time : 2 Hours

Maximum Marks : 50

Note : *Attempt all the questions.*

1. Answer all the questions. Each question carries 1 mark : $10 \times 1 = 10$

(a) The system is a type of software that acts as a bridge between computer hardware and the user.

(b) Google is a popular online collaborative word processor.

- (c) tables allow you to summarize and analyze data from a large data set.
- (d) The core of any spreadsheet program consists of a series of rows and columns, called
- (e) formatting allows you to apply specific rules to change the appearance of cells in Excel.

State whether the statement is True or False :

- (f) Operating System is a program that provides a means of communication between the computer and the user.
- (g) Google Drive is an example of a cloud storage application.
- (h) The TRIM function in Excel removes all excess spaces in a cell.

- (i) PowerPoint presentations are made up of individual graphical units called slides.
 - (j) FTP stands for File Transfer Protocol.
2. Answer any *five* of the following in about **100** words each : 5×2=10
- (a) What do you understand by Personal Information Manager (PIM) ?
 - (b) Differentiate between Internet and Web.
 - (c) What is Microsoft PowerPoint, and what are its uses in presentation ?
 - (d) Explain the concept of mobile operating systems.
 - (e) What is Conditional Formatting in Excel ?
 - (f) Discuss the benefits of using web applications.
 - (g) Define the term 'Plug-in' and its uses.

- (h) List some advantages of using Google Docs.

3. Answer any *four* of the following in about **250** words each : 4×5=20

- (a) What are the important features of Microsoft PowerPoint ?
- (b) Describe the steps for creating a new contact in Microsoft Outlook.
- (c) Explain the difference between a Standalone Operating System and an Embedded Operating System.
- (d) What are the benefits of using a Spreadsheet program ?
- (e) How do you use Mail Merge in Microsoft Word for sending bulk customized emails ?
- (f) Write a short note on LinkedIn.

4. Answer any *one* of the following questions in about **500** words : 1×10=10

- (a) Enumerate the different types of web utilities and explain each one of them.
- (b) Discuss how Microsoft Outlook lets you manage and organize your email effectively. Include details on key features such as the calendar, and contact management.

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