

2022

Information Technology ES (Vocational)

Total marks : 50

Time : 2 hours

General instructions :

- i) *Approximately 15 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory except Q. nos.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allocated to every question are indicated against it.*

N.B: *Check to ensure that all pages of the question paper are complete as indicated on the top left side.*

1. **Choose the correct answer from the given alternatives:** **10x1=10**

- i. Which of the following is not a stage of active listening?
 - (a) not responding
 - (b) receiving
 - (c) understanding
 - (d) evaluating
- ii. A group of words that communicates a complete meaning is called
 - (a) phrase
 - (b) sentence
 - (c) paragraph
 - (d) speech
- iii. The ability to control one's emotions, thoughts and behavior effectively is called
 - (a) self-confidence
 - (b) self-management
 - (c) stress management
 - (d) self- motivation
- iv. Which of the following is characterised by extreme feeling of self importance?
 - (a) narcissistic personality disorder
 - (b) borderline personality disorder
 - (c) dependent personality order
 - (d) antisocial personality disorder
- v. Which of the following signs define a formula?
 - (a) +
 - (b) /
 - (c) =
 - (d) $\lt \gt$
- vi. Which menu option do you use to insert a slide?
 - (a) edit
 - (b) insert
 - (c) slide
 - (d) tools
- vii. Which one of the following is not a successful quality of an entrepreneur?
 - (a) motivation
 - (b) taking risks
 - (c) self-confidence
 - (d) indecisive
- viii. The ability to act in a situation before others do is
 - (a) interpersonal skills
 - (b) initiative
 - (c) perseverance
 - (d) decision making ability
- ix. Which of the following is not a greenhouse gas?
 - (a) methane
 - (b) oxygen
 - (c) ozone
 - (d) carbon dioxide
- x. Which of the following is an example of e-waste?
 - (a) paper plates
 - (b) banana leaf
 - (c) plastic items
 - (d) old mobile phones

Answer the following questions in one word or one sentence:

- 2. Define ERP. 1
- 3. Write the full form of LLC. 1
- 4. What is time management? 1
- 5. Who provides assistance in defining and weighting criteria for an RFP or other call for tenders? 1
- 6. What is a tender? 1
- 7. What is skill learning? 1
- 8. Write the meaning of the word 'piori'. 1
- 9. What is meant by meta knowledge? 1

Answer the following questions in 20-50 words:

- 10. Differentiate between sole proprietorship and partnership. 2
- 11. Write any two promises of ERP. 2
- 12. List any four components of pay roll. 2
- 13. Write any two criteria essential for RFP. 2
- 14. Write any four characteristics of learning. 2
- 15. Mention any two key features of a skill as a personal quality. 2
- 16. Mention any four domains or types of learning outcomes according to Robert M Gagne. 2
- 17. List any two risks of BPO. 2

Answer any four from the following questions in 60-100 words:

- 18. Explain briefly any four challenges of enterprise system. 4
- 19. Explain briefly any four types of BPO services in India. 4
- 20. Explain briefly any four types of learning. 4
- 21. List four advantages of BPO's. 4
- 22. Write any four factors affecting ERP under top management. 4
- 23. List any four points which ISO procurement process must comply with. 4
