

Total number of printed pages : 2

NB-XII/IT(V)/1

2023

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 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 the most important skill in communication?
 - (a) Speaking
 - (b) Writing
 - (c) Reading
 - (d) Listening
- ii. Which of the following can be a barrier in communication?
 - (a) Being attentive
 - (b) Responding
 - (c) Noisy environment
 - (d) Maintaining eye contact with speaker
- iii. Which of the following is not a component of stress?
 - (a) Upset
 - (b) Annoyed
 - (c) Hopeless
 - (d) Happy
- iv. Individuals who love interacting with people around and are generally talkative are called
 - (a) Extroverts
 - (b) Introverts
 - (c) Reserved
 - (d) Antisocial
- v. What is the short cut key to underline text in a spreadsheet?
 - (a) Ctrl+b
 - (b) Ctrl+i
 - (c) Ctrl+i
 - (d) Ctrl+u
- vi. Which menu option should be click to insert shapes and images?
 - (a) Edit
 - (b) Insert
 - (c) Format
 - (d) Tools
- vii. A company that is in its first stage of its operation is called
 - (a) Start up
 - (b) Capital firm
 - (c) Manufacturing business
 - (d) Traditional business
- viii. The ability to make profitable and quick decisions is called
 - (a) Efficient
 - (b) Initiative
 - (c) Perseverance
 - (d) Decisiveness
- ix. CNG stands for?
 - (a) Complex natural gas
 - (b) Compressed natural gas
 - (c) Complete natural gas
 - (d) Compound natural gas
- x. Which of the following is an example of eco-friendly product?
 - (a) Banana leaf plates
 - (b) Plastic plates
 - (c) Old mobile phones
 - (d) Plastic items

Answer the following questions in one word or one sentence:

- | | |
|-----------------------------------------------|---|
| 2. Define partnership. | 1 |
| 3. Write the full form of CRM. | 1 |
| 4. State one benefit of time management. | 1 |
| 5. Who is a procurement manager? | 1 |
| 6. What is a bid? | 1 |
| 7. What are customer support services? | 1 |
| 8. Write the meaning of the word 'posterior'. | 1 |
| 9. List any two sources of learning. | 1 |

Answer the following questions in 20-50 words:

- | | |
|-------------------------------------------------------------------------|-------|
| 10. Differentiate between Corporation and Limited Liability Company. | 2 |
| 11. Differentiate between enterprise and enterprising. | 2 |
| 12. Write the flow chart for framework for planning. | 2 |
| 13. What is Request for Proposal (RFP) or Request for Interest (RFI)? | 2 |
| 14. Differentiate between quality and assurance. | 2 |
| 15. List any two factors responsible for growth of Indian BPO industry. | 2 |
| 16. Write any two points of learning according to Ambrose et al. | 2 |
| 17. What is tacit knowledge? Give an example. | 1+1=2 |

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

- | | |
|----------------------------------------------------------------------------|-------|
| 18. List any four factors affecting ERP in Business Process Reengineering. | 4 |
| 19. Explain any four ways to improve time management skills. | 4 |
| 20. What is a payroll? Write any six components of payroll. | 1+3=4 |
| 21. Write any four criteria's for Request for Proposal (RFP). | 4 |
| 22. List any six characteristics of learning. | 4 |
| 23. Explain any four factors affecting learning. | 4 |
