

एम1-आर4: आई टी टूल्स एंड बिज़नेस सिस्टम
M1-R4: IT TOOLS & BUSINESS SYSTEMS

अवधि: 03 घंटे
DURATION: 03 Hours

अधिकतम अंक: 100
MAXIMUM MARKS: 100

ओएमआर शीट सं.: OMR Sheet No.:	<input type="text"/>				
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रोल नं.:

उत्तर-पुस्तिका सं.:
Answer Sheet No.:

परीक्षार्थी का नाम: _____; परीक्षार्थी के हस्ताक्षर: _____
Name of Candidate: _____; **Signature of candidate:** _____

परीक्षार्थियों के लिए निर्देश:

Instructions for Candidate:

क्रपया प्रश्न-पुस्तिका, ओएमआर शीट एवं उत्तर-पुस्तिका में दिये गए निर्देशों को ध्यान पूर्वक पढ़ें।	Carefully read the instructions given on Question Paper, OMR Sheet and Answer Sheet.
प्रश्न-पुस्तिका की भाषा हिन्दी एवं अंग्रेजी में है। परीक्षार्थी किसी भी एक भाषा का चयन कर सकता है। (अर्थात्, या तो हिन्दी या अंग्रेजी)	Question Paper is in Hindi and English language. Candidate can choose to answer in any one of the language (i.e., either Hindi or English)
इस मॉड्यूल/पेपर के दो भाग हैं। भाग एक में चार प्रश्न और भाग दो में पाँच प्रश्न हैं।	There are TWO PARTS in this Module/Paper. PART ONE contains FOUR questions and PART TWO contains FIVE questions.
भाग एक "वैकल्पिक" प्रकार का है जिसके कुल अंक 40 है तथा भाग दो, "व्यक्तिप्रक" प्रकार है और इसके कुल अंक 60 है।	PART ONE is Objective type and carries 40 Marks. PART TWO is subjective type and carries 60 Marks.
भाग एक के उत्तर, इस प्रश्न-पत्र के साथ दी गई ओएमआर उत्तर-पुस्तिका पर, उसमें दिये गए अनुदेशों के अनुसार ही दिये जाने हैं। भाग दो की उत्तर-पुस्तिका में भाग एक के उत्तर नहीं दिये जाने चाहिए।	PART ONE is to be answered in the OMR ANSWER SHEET only, supplied with the question paper, as per the instructions contained therein. PART ONE is NOT to be answered in the answer book for PART TWO .
भाग एक के लिए अधिकतम समय सीमा एक घण्टा निर्धारित की गई है। भाग दो की उत्तर-पुस्तिका, भाग एक की उत्तर-पुस्तिका जमा कराने के पश्चात दी जाएगी। तथापि, निर्धारित एक घंटे से पहले भाग एक पूरा करने वाले परीक्षार्थी भाग एक की उत्तर-पुस्तिका निरीक्षक को सौंपने के तुरंत बाद, भाग दो की उत्तर-पुस्तिका ले सकते हैं।	Maximum time allotted for PART ONE is ONE HOUR . Answer book for PART TWO will be supplied at the table when the answer sheet for PART ONE is returned. However, candidates who complete PART ONE earlier than one hour, can collect the answer book for PART TWO immediately after handing over the answer sheet for PART ONE .
परीक्षार्थी, उपस्थिति-पत्रिका पर हस्ताक्षर किए बिना अथवा अपनी उत्तर-पुस्तिका, निरीक्षक को सौंपे बिना, परीक्षा हाल नहीं छोड़ सकता हैं। ऐसा नहीं करने पर, परीक्षार्थी को इस मॉड्यूल/पेपर में अयोग्य घोषित कर दिया जाएगा।	Candidate cannot leave the examination hall/room without signing on the attendance sheet or handing over his Answer sheet to the invigilator. Failing in doing so, will amount to disqualification of Candidate in this Module/Paper.
प्रश्न-पुस्तिका को खोलने के निर्देश मिलने के पश्चात एवं उत्तर देने से पहले उम्मीदवार यह जाँच कर यह सुनिश्चित कर ले कि प्रश्न-पुस्तिका प्रत्येक दृष्टि से संपूर्ण है।	After receiving the instruction to open the booklet and before answering the questions, the candidate should ensure that the Question booklet is complete in all respect.

नोट: यदि हिन्दी संस्करण में कोई त्रुटि / विसंगति पाई जाती है, तो उस अवस्था में अंग्रेजी संस्करण ही मान्य होगा।

Note: In case of any discrepancy found in Hindi language, English version will be treated as final.

जब तक आपसे कहा न जाए तब तक प्रश्न-पुस्तिका न खोलें।

DO NOT OPEN THE QUESTION BOOKLET UNTIL YOU ARE TOLD TO DO SO.

PART ONE / Hkkx ,d

(Answer all the questions) / ¼lHkh iz'uksa
ds mÙkj nsa½

1. izR;sd iz'u ds mÙkjksa ds dbZ fodYi uhps fn, x, gSaA ,d lcls mi;qDr fodYi pqusa vkSj mls fuEufyf[kr funsZ'kksa ds vuqlkj iz'u i= ds lkFk miyC/k djk, x, ^vks,evkj** mÙkj i=d esa ntZ djsaA

Each question below gives a multiple choice of answers. Choose the most appropriate one and enter in the "OMR" answer sheet supplied with the question paper, following instructions therein. (1x10)

- 1.1 dal;wVj dh cqfu;knh lajpu k fodflr dh xbZ Fkh

- A) tkWu okWu us;weu
- B) pkYIZ cScst
- C) Cyst ikLdy
- D) xkWMZu ewj

The basic architecture of computer was developed by

- A) John Von Neumann
- B) Charles Babbage
- C) Blaise Pascal
- D) Gorden Moore

- 1.2 dkSu lk izksVksdkWy fofHkUu gksLV ds chp bZ&esy lqfo/kk iznku djrk gS\

- A) FTP
- B) SMTP
- C) TELNET
- D) SNMP

Which protocol provides e-mail facility among different hosts?

- A) FTP
- B) SMTP
- C) TELNET
- D) SNMP

- 1.3 izkbejh eseksjh gS

- A) jSe
- B) jkWe
- C) ;w,lch Mªkbo
- D) ¶ykWih fMLd

- A) Primary Memory is RAM
- B) ROM
- C) USB Drive
- D) Floppy Disk

- 1.4 blesa ls dkSu lk QkWUV LVkby ugha gS\

- A) Bold
 - B) Italics
 - C) Regular
 - D) Strikethrough
- Which of the following is not a font style?
- A) Bold
 - B) Italics
 - C) Regular
 - D) Strikethrough

- 1.5 e'khu dksM esa vlsEcyh ySaXost esa fy[kk ,d Vªkalys'ku izksxzke fuEufyf[kr esa ls dkSu lk gS\

- A) dEikbyj
- B) ,d vlsEcyj
- C) ,d vkWijsfVax fILVe
- D) ,d ,fMVj

Which of the following translates a program written in Assembly language into Machine Code?

- A) A compiler
- B) An assembler
- C) An operating system
- D) An editor

- 1.6 ,fMV fd, tkus okys MkWD;wesaV esa fDyicksMZ ls VsDLV isLV djus ds fy, izsl dh tkus okyh ^dh^ gS

- A) Ctrl vkSj v
- B) Ctrl vkSj x
- C) Ctrl vkSj A
- D) Ins

To paste text from the clipboard in the document being edited, press the keys Ctrl and V

B)	Ctrl and X	A)	1343
C)	Ctrl and A	B)	&1343
D)	Ins	C)	&1300
		D)	1300
1.7	izkbejh ^dh^ dk eku		The function ROUND(1343.45,-2) returns
A)	null ugha gks ldrk	A)	1343
B)	null gks ldrk gS	B)	-1343
C)	MqlyhdsV gks ldrk gS	C)	-1300
D)	blesa ls dksbZ ugha	D)	1300
	The value of Primary key		
A)	cannot be null		
B)	can be null		
C)	can be duplicate		
D)	none of these		
1.8	esy etZ gS		
A)	,d VsElysV vkSj MsVk lkslZ ls MkWD;wesaV dk mRiknu		
B)	,d VsElysV vkSj fDyi vkVZ ls ,d MkWD;wesaV dk mRiknu		
C)	,d Qkby vkSj ,d ,M ^a sl ls dbZ MkWD;wesaV dk mRiknu		
D)	,d VsElysV vkSj MsVk lkslZ ls dbZ MkWD;wesaV dk mRiknu		
	Mail Merge is		
A)	production of document from a single template and a data source		
B)	production of single documents from a single template and a Clip art		
C)	production of multiple documents from a single file and an address		
D)	production of multiple documents from a single template and a data source		
1.9	fyuDI gS		
A)	,d dEikbyj		
B)	,d vkWfQI lqbV		
C)	,d ,fMVj		
D)	,d vkWijsfVax flLVe		
	Linux is		
A)	A Compiler		
B)	An Office Suite		
C)	An Editor		
D)	An Operating System		
1.10	QaD'ku ROUND(1343.45,-2) fjVuZ		

2-	uhps fn, x, izR;sd fooj.k ;k rks IR; ;k vIR; gSA ,d lcls mi;qDr fodYi pqusa vkSj mls fuEufyf[kr funsZ'kksa ds vuqlkj iz'u i= ds lkFk miyC/k djk, x, ^vks, evkj** mÙkj i=d esa ntZ djsaA (1x10)	2.2 e-Payment is not a smart option for businesses and organizations to collect their payment on-line. 2.3 In WORD, search is case sensitive. 2.4 A computer system can be split into input, processing and output. 2.5 Counters are digital circuit for temporary storage of data. 2.6 The process of writing such program instructions for an analyzed problem is called Coding 2.7 H ₂ SO ₄ is written in Word using superscript feature. 2.8 Unix is a single user operating system. 2.9 In Microsoft Word to increase row in a table, ENTER key is used. 2.10 Record is a collection of File.
2.1	MsLdVkJi ij ,d vkbdkWu tks QkbYI dks fMyhV djus ij ftl vLFkk;h /kkj.k LFKku ij tkrh gSa dks fjlkbf dy fcu dgrs gSaA	
2.2	bZ&isesaV vius vkWuykbu Hkqxrku dks ysus ds fy, O;olk;ksa vkSj laxBuksa ds fy, ,d LekVZ fodYi ugha gSA	
2.3	oMZ esa] lpZ dsl laosnu'khy ¼case sensitive½ gSA	
2.4	dal;wVj fLVE dks buiqV] izkslsflax vkSj vkmViqV esa foHkkfr fd;k tk ldrk gSA	
2.5	dkmaVIZ, MsVk ds VsEijh LVksjst ds fy, fMftVy lfdZV gSaA	
2.6	,d fo'ys"k.k leL;k ds fy, izksxzke funsZ'kksa dks fy[kus dh izfØ;k, dksfMax dgykrh gSA	
2.7	H ₂ SO ₄ dks oMZ esa fy[kus esa lqijfLØIV Qhpj dk mi;ksx fd;k tk rk gSA	
2.8	;wfuDI ,d ,dy ;wtj vkWijsfVax fLVE gSA	
2.9	ekbØkslkWV oMZ esa Vscy esa jks c<+kus ds fy,] ,aVj dh ¼ENTER key½ dk mi;ksx gksrk gSA	
2.10	fjdkWMZ, Qkby dk laxzg gSA	

Each statement below is either TRUE or FALSE. Choose the most appropriate one and enter your choice in the “OMR” answer sheet supplied with the question paper, following instructions therein. (1x10)

- 2.1 An icon on the desktop that represents a temporary holding place for files that are deleted is called as Recycle Bin.

- 3- dkWye x esa fn, x, 'kCnksa vkSj okD;ksa dk feyku dkWye Y esa fn, x, fudVre lacaf/kr vFkZ @ 'kCnksa @ okD;ksa ls djsaA muesa fn, x, vuqns'kksa dk ikyu djrs gq, vius fodYi iz'u i= ds lkFk fn, x, ^^vks, evkj** mÙkj i=d esa ntZ djsaA
 $\frac{1}{4}1 \times 10\frac{1}{2}$

X		Y	
3-1	VsDLV] fiDpj ;k xzkfQd ds fy, vLFkk;h /kkjd LFkku gS	A.	EkWMse
3-2	vksiu lkslZ vkWijsfVax flLVe	B.	IkWfVZax
3-3	Qkby lso djus ds fy, mi;ksx fd;k tkus okyk 'kkWVZdV	C.	vksjsdy
3-4	lhih;w esa fo'ks"k eseksjh ;wfUV	D.	fDyicksMZ
3-5	fMokbl tks ekWMqys'ku vkSj fMekWMqys'ku iw.kZ djrh gS	E.	Cx
3-6	fMftVy flxuspj	F.	QkWDlizks
3-7	Mh,I,I	G.	fMflt+u liksVZ flLVe
3-8	MsVk dks ykWftdy flDosal esa O;ofLFkr djus dks dgk tkrk gSA	H.	jftLVj
3-9	dal;wVj izksxzke esa Nqih gqbZ =qfV	I.	CTRL+S
3-10	yksdfç; vkjMhch,e,l	J.	LdSu flxuspj
		K.	fyuDI
		L.	baVjusV
		M.	dS'k

- 4- uhps fn, x, izR;sd okD; esa uhps nh xbZ lwph ls ,d 'kCn ;k okD; dks [kkyh LFkku esa yxk,aA lcls mi;qDr fodYi pqusa vkSj mls fuEufyf[kr vuqns'kksa ds vuqlkj iz'u i= ds lkFk fn, x, ^^vks, evkj** mÙkj i=d esa viuk fodYi ntZ djsaA
 $\frac{1}{4}1 \times 10\frac{1}{2}$

A.	ekLVj	B.	F12	C.	MsVkcsl eSustesaV
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					fLVe
D.	F5	E.	ckbV	F.	8
G.	ckbujh	H.	oMZ ozSi	I.	60
J.	1024	K.	jSe	L.	16
M.	32+28				

- 4.1 ,d 8 fcV dk fLV^aax ,d ----- gksrk gSA
 4.2 vkWDVy uacj fLVe dk csl ----- gksrk gSA
 4.3 vis{kkÑr LFkk;h MsVk ;qDr ,d Qkby ----- Qkby ds :lk esa tkuh tkrh gSA
 4.4 1 thch ----- ,ech ds cjkcj gSA
 4.5 vxyh ykbu ds fy, nkfgus ekftZu esa isLV fd, tk jgs VsDLV dks yxkus dh izfØ;k ----- ds :lk esa tkuh tkrh gSA
 4.6 fIEcy 0 vkSj 1 dal;wVj ds ?kVdksa esa ls ----- fLFkfr dk izfrfuf/kRo djrs gSaA
 4.7 ;fn vki ,Dlsy lsy esa 32\$28 ,aVj djrs gSa] blesa ----- ds :lk esa ifj.kke fMLIys gksxKA
 4.8 lso ,t Mk;ykWx ckWDl dks ----- dqath izsl dj vksiud; k tkrk gSA
 4.9 ----- izkbejh eseksjh ds :lk esa Kkr gSA
 4.10 Mhch,e,l ----- dk vFkZ gSA

- 3. Match words and phrases in column X with the closest related meaning/ word(s)/phrase(s) in column Y. Enter your selection in the “OMR” answer sheet supplied with the question paper, following instructions therein. (1x10)**

X		Y	
3.1	A temporary holding place for text, pictures or graphics	A.	Modem
3.2	Open Source Operating System	B.	Sorting
3.3	Shortcut used to save a file	C.	ORACLE
3.4	Special memory unit within cpu	D.	Clipboard
3.5	A device that accomplishes modulation and Demodulation	E.	Bug
3.6	Digital Signature	F.	FoxPro
3.7	DSS	G.	DECISION SUPPORT SYSTEM
3.8	The arranging of data in a logical sequence is called.	H.	Register
3.9	A hidden error in a computer program	I.	CTRL+S
3.10	Popular RDBMS	J.	Scanned Signature
		K.	Linux
		L.	Internet
		M.	Cache

- 4. Each statement below has a blank space to fit one of the word(s) or phrase(s) in the list below. Choose the most appropriate option, enter your choice in the “OMR” answer sheet supplied with the question paper, following instructions therein. (1x10)**

A.	Master	B.	F12	C.	Database Management System
D.	F5	E.	Byte	F.	8
G.	Binary	H.	Word Wrap	I.	60
J.	1024	K.	RAM	L.	16
M.	32+28				

- 4.1 A string of 8 bit is _____.
- 4.2 Base of Octal number system is _____.
- 4.3 A file containing relatively permanent data is known as _____ file.
- 4.4 1 GB is equivalent of _____ MB.
- 4.5 Process of placement of text going past right margin to next line is termed as _____.
- 4.6 Symbols 0 and 1 represent _____ states of components of a computer.
- 4.7 If you enter 32+28 in a Excel cell, it will display the result as _____.
- 4.8 Save As dialog box is open by pressing _____ key.
- 4.9 _____ is known as a primary memory.
- 4.10 DBMS stands for _____.

Hkkx nks / PART TWO

¼fdUgha pkj iz'uksa dk mÙkj nsa½/(Answer any FOUR questions)

5.

- a) MsVkcsl eSustesaV flLVe dh vko';drk D;k gS\ yksdfiz; MsVkcsl eSustesaV flLVe ds rhu mnkgj.k nsaA
b) n'keyo la[;k dks ckbujh esa cnysa % 75] &50- ckbujh la[;k dks n'keyo esa cnysa % 00010111] 00001111-
c) MsVkcsl ds lanHkZ esa fuEufyf[kr 'kCnksa dks ifjHkkf'kr djsa %
i) izkbejh ^dh^ vkSj QkWjsu ^dh^
ii) MsVkcsl ekU;hdj.k
a) What is the need of database Management System? Give three examples of popular database management systems.
b) Convert decimal to binary number: 75, -50. Convert binary to decimal number: 00010111, 00001111.
c) Define the following terms in context of a database:
i) Primary Key and Foreign Key
ii) Data Validation

(6+5+4)

6.

- a) oMZ Qkby esa izR;sd ist ds lcls uhps ¼ckWVe½ ij "IT Tools and Business Systems" dks dSls Mkrys ¼buLkVZ½ djrs gS\
b) i) ,e,l&,Dlsy esa ekbØks dk D;k mi;ksx gS
vkSj bls dSls ntZ vkSj fu"ikfnr fd;k tkrk gS\
ii) LizsM'khV esa] lsy ,1 ls ,10 dh vf/kdre]
U;wure vkSj vkSlr dk irk dSls yxk;k tkrk gSA

- c) dSls LykbM Vªkaft'ku ikoj lokbaV izstsaVs'ku esa mi;ksx fd;k tkrk gS\
a) How to insert "IT Tools and Business Systems" at bottom of the each page in word file?
b) i) What is the use of Macro in MS-Excel and how it is recorded and executed?
ii) In a spreadsheet, how to find maximum, minimum and average of Cell A1 to A10.
c) How slide transition is used inside a PowerPoint presentation?

(4+6+5)

7.

- a) bysDVªkWfud LizsM'khV dh fo'ks"krk vkSj egRo D;k gS\ lsy D;k gS\
b) lanfHkZr lsy D;k gS vkSj lanfHkZr ds fofHkUu izdkj D;k gS\ l
c) bysDVªkWfud LizsM'khV ds dqN ,lyhds'ku ,fj;k nsa\
a) What are the features and significance of electronic spreadsheets?
b) What is a cell?
c) What is cell referencing and what are the different types of referencing?
d) Give some application areas of electronic spreadsheet?

(5+2+3+5)

8.

- a) dEikbyj] baVjfizVj vkSj vlsEcyj dh rqyuk djsaA
b) Lise ¼SPAM½ vkSj ok;jl ¼VIRUS½ ds chp varj D;k gS\ vki vius flLVe esa buesa ls izR;sd dks dSls cpk ldrs gS\ mPp Lrjh; Hkk"kk, e'khu Lora=, ds :lk esa Kkr D;ksa gS\
a) Compare Compiler, Interpreter and Assembler.
b) What is the difference between SPAM and VIRUS? How do you avoid each of the two in your system?
c) Why are high level languages known as machine independent?

(5+5+5)

9- mnkgj.k ds lkFk vius mÙkj dk leFkZu djsaA buds chp varj crk,a %

a) flVe lkW¶Vos;j vkSj ,lyhds'ku lkW¶Vos;j

b) vifyad vkSj Mkmufyad

c) jSe vkSj jkse

Support your answers with examples.

Differentiate between:

a) System Software and Application Software
b) UPLINK and DOWNLINK
c) RAM and ROM

(5+5+5)

