

## **CHAPTER 1: Introduction to IT-ITeS Industry**

### **1. What is IT?**

**Ans:** Information Technology (IT) means creating, managing, storing and exchanging information.

IT includes all types of technology used to deal with information, such as computer hardware and software technology used for creating, storing, and transferring information.

### **2. Explain what is data and information with an example.**

**Ans:** Computer takes data as input, processes it and produces the results as output. The information is the result of data processing.

Data refers to the facts or raw material, which are processed to get the information. Number of boys and girls in a class is a actual data of the classroom. This is an example of data related to the students in the class. Some conclusion can be drawn based on the data. This conclusion is information. The decisions are taken on the basis of data and information.

### **3. What are the benefits that IT provides in business?**

**Ans:** IT has several benefits for a business, such as it helps in reaching more potential customers, developing a business relationship with potential customers, streamlining operations, reducing costs, improving efficiency, maximizing profit, minimizing waste, providing better service to customers, supporting better relationships with key partners, and allowing customers to better guide the business.

### **4. What is ITeS?**

**Ans:** ITeS is also called web-enabled services or remote services that cover the entire operations which exploit Information Technology for improving the efficiency of an organization

ITeS is defined as outsourcing of processes that can be enabled with information technology and covers diverse areas like finance, HR, administration, health care, telecommunication, manufacturing, etc.

**5. What are the services ITeS includes?**

**Ans:** ITeS offers different services integrated in a single delivery mechanism to end users. The services may include: Medical Transcription, Customer Relationship Management, Data Entry and Data Processing, Software development, Data Warehousing, IT Help Desk Services, Enterprise Resource Planning and Telecommunication Services.

**6. What is BPO?**

**Ans:** Business Process Outsourcing (BPO) services means performing business operations through an outside service provider. BPO also comes under IT services as IT plays a very useful role in optimising the business performance.

**7. What are the services of BPO?**

**Ans:** BPO services are as

(a) Financial and Accounting Services (b) Taxation and Insurance Services (c) E-Publishing and Web Promotion (d) Legal Services and Content Writing (e) Multimedia and Design Services (f) Document Management Services (g) Software Testing Services (h) Health Care Service.

**8. What do you know about BPM industry in India?**

**Ans:** The IT BPM (Business Process Management) industry has been fueling India's growth. In addition to contributing towards the country's Gross Domestic Product (GDP) and exports, the growth of the IT BPM industry has provided India with a wide range of economic and social benefits which includes creating employment, raising income levels, and promoting exports.

**9. What are the advantages of BPO of being successful in all the areas?**

**Ans:** BPO Service Industry is doing exceptionally well in India because of the following advantages:

(a) BPO service providers in India invest in hi-tech hardware and software to deliver the best of services. They follow quality checks to ensure error free and exceptional service.  
(b) Government of India is encouraging the BPO Industry in India by providing necessary infrastructure and logistical support.  
(c) BPO Industry in India is highly developed and capable of delivering numerous types of BPO services in exceptional quality.

## **10. What is the structure of IT-BPM industry?**

**Ans:** The organisations within the IT-BPM industry are categorized along the following parameters:

- Sector the organisation is serving
  - Type as well as range of offering the organisation provides
  - Geographic spread of operations
  - Revenues and size of operations
- (a) Multinational Companies (MNCs): MNCs have their headquarters outside India but operate in multiple locations worldwide including those in India. They cater to external clients (both domestic and/or global).
- (b) Indian Service Providers (ISPs): ISPs started with their operations in India. Most of these organisations have their headquarters in India while having offices in many international locations. While most have a client base, which is global as well as domestic, there are some that have focussed on serving only the Indian clients.
- (c) Global In-house Centers (GIC): GIC organisations cater to the needs of their parent company only and do not serve external clients.

## **11. What are the applications of IT in various levels?**

**Ans:** The various application areas are business, banking, insurance, education, marketing, health care, engineering design, military, communication, animation, research, agriculture and government.

## **12. Explain the following:**

- a) IT in home industry**
- b) IT in everyday life**
- c) IT in library**

**Ans:**

### **a) IT in home industry:**

A personal computer (PC) is used to work at home, to do household accounts, play games, surf the web, use e-mail, create music, and pursue a range of other hobbies. PC is also used to play games. It includes action games, role playing games, puzzles and many more. A computer can be used from home to study a wide range of online

training courses. Computers and digital devices are now used for online shopping and e-commerce.

**b) IT in everyday life:**

In our daily life, we use washing machines, microwave oven and many other products using which have embedded software. We can store all the information about our important work, appointments schedules and list of contacts in a computer. Computer is, therefore, playing a very important role in our lives and now we cannot imagine the world without computers.

**c) IT in library**

Nowadays many libraries are computerized. Each book has a barcode associated with it. This makes it easier for the library to keep track of books and the availability of a specific book. Computer software is used to issue and return the book. Each book in the library has a magnetic strip attached to it that is deactivated before the book can be borrowed.

**13. Explain the role of IT in**

- a) IT at Workplace
- b) IT in Education
- c) IT in Entertainment

**Ans: a) IT at Workplace :-**

In the office environment, computers and computer applications are used to perform office work more effectively. Internet and Office applications form the basis of modern business.

**b) IT in education :-**

Computers and Information Technology are extensively used in education for teaching-learning and assessment. The software and hardware technology is used for creation and transmission of information in various forms including still pictures, audio, video and animation to the learners. The learning becomes easy and accessible through IT. A lot of teaching resources are available for teachers to teach in a better way. Online assessment helps to assess the students without any difficulty. The students, teachers and educational administrators and every stakeholder in the education sector has benefitted with the integration of IT in education.

**c) IT in Entertainment:-**

Information Technology has a major impact on the entertainment industry. Internet is a major source of entertainment. One can download and view movies, play games, chat, use multimedia, incorporate visual and sound effects using computers, etc. Digital broadcasting has changed the way we experience television, with more interactive programming and participation.

**14. Explain the following:**

(a) **ICT in the classroom** :-There are many ways in which the ICT is used for education in the classroom, such as

- e-learning classrooms
- smart-board presentations;
- videos on experiments
- educational games
- learning using the CD-ROM media and
- gathering educational information on the Internet.

(b) **Education — anywhere anytime** :- Any student in India can access the NCERT book online through the website [www.epathshala.nic.in](http://www.epathshala.nic.in) or mobile app. There are a variety of websites and mobile apps to access educational resources on any topic. You can also contact a teacher or a trainer via Internet to use

WBT (Web-based Training).

(c) **Teaching aids and media** :- ICT is used mostly as a teaching aid in schools to

- use pictures, animations and audio-visuals to explain subjects that are difficult to explain.
- make the lessons interesting using presentations.
- organize lessons using the computer.
- obtain the information relevant to the subjects.

(d) **Learning Management System (LMS)**:- A Learning Management System (LMS) is being used by many countries to manage school systems. A student or teacher can register himself/herself on the official website to access LMS and can get many services from LMS. The student can be benefited by using LMS, as it can be used to

- learn lessons anytime and anywhere.
- submit queries, getting replies and submit comments through forums.
- participate in the co-curricular activities via video.

And at the same time parents can monitor the progress of their children through LMS.

### **15) Explain the role of IT**

**a) IT in communication** :- Communication is used to convey messages and ideas, pictures, or speeches. A person who receives this must understand clearly and correctly. Modern communication makes use of the computer system. We use computers for email, chatting, FTP, telnet and video conferencing.

**b) IT in business**:- Computers are used in business organisations for sales analysis, financial forecasting, managing and maintaining stocks. A lot of business transactions happen through Internet called e-commerce. E-commerce offers services such as transactions, documentation, presentations, and gathering product information. Smart cards, such as credit cards and debit cards are used in shops. These cards have a metallic strip on which the user's **Personal Identification Number (PIN)**, and account number is stored and can be read when it is passed through a special reader. Airlines use large-scale computer applications for their reservations system, both in the airports and in central reservations call-centers.

**c) IT in science and engineering** :-Scientists and engineers use computers for performing complex scientific calculations, Computer Aided Design (CAD) or Computer Aided Manufacturing (CAM) applications are used for drawing, designing and for simulating and testing the designs. Computers are used for storing large amount of data, performing complex calculations . Complex scientific applications like rocket launching, space exploration, etc., are not possible without the computers.

### **16. Explain the role of IT in**

**a) IT in banking              b)       c)IT in Insurance**

**Ans:- a) IT in banking** :-Computer is an essential part of the modern banking system. Every activity of a bank is now online. The customer's data and transactions are recorded by computers. Recurring deposits (e-RD), Fixed deposits (e-FD), money transfer from one account to another (NEFT, RTGS), online transactions are done using Internet. Bank customers use Automated Teller Machines (ATM) for cash deposits and withdrawal, or to view current balance.

**b) IT in Marketing:-** In marketing, computers are used for advertising of products, by using arts and graphics facility it is possible to create interesting advertisements of various products so that the goal of selling can be achieved. Using e-commerce websites, people can purchase items even sitting at home.

**c) IT in Insurance:-** Insurance companies keep all records up to date with the help of computer database. Procedures for continuation of policies, starting date, date of next installment and bonus are declared by using computers in insurance companies. Many online policies are also available which can be purchased by using the website of insurance companies.

#### **17. Explain the role of IT in health care.**

Ans:- ICT is used in the health sector in numerous ways. Hospital Management System is used to maintain and manage patients' records as well as various activities pertaining to hospital administration. The computerised machines are used for ECG, EEG, Ultrasound and CT Scan. The variety of measuring instruments and surgical equipment are used to monitor patients' conditions during complex surgery. Expert system is used for diagnosis. Health care manufacturing companies use computers to aid the production of diagnostic tools and instruments. Computers are an integral part of laboratories and dispensaries. They are used in scanning and diagnosing different diseases.

#### **18. What is the use of ICT in diagnosis?**

Ans:- With the advancements in computer hardware and software technology, various high-tech machines are used in the diagnosis and treatment of critical diseases. Using expert system, diseases can be diagnosed at the early stages and the patients can be given treatment accordingly.

## **19. What is the use of the following machines?**

- (i) Computerised Axial Tomography Machine (CAT) (ii) MRI (Magnetic Resonance Imaging Machine)
- (iii) Electrocardiogram (ECG) Machine (iv) Cardiac Screening Machine
- (v) EEG (Electro - encephalography) Machine (vi) Blood Sugar Testing Machine
- (vii) Blood Pressure Measuring Machine

**Ans:- (i)Computerised Axial Tomography Machine (CAT)**

Using this machine three-dimensional (3D) images of different parts of the body can be made. These images are helpful in the diagnosis of diseases.

**(ii) MRI (Magnetic Resonance Imaging Machine):** MRI machines are used to give the digital impression of internal organs of the body by using strong magnetic fields and radio waves. The digital images are very helpful in the detection and in deciding the treatment of diseases.

**(iii) Electrocardiogram (ECG) Machine:** The ECG machine is used to monitor the heartbeat. When the heart pumps blood to different parts of the body some electrical impulses are produced. This machine records the electrical impulses and shows it in the form of a graph.

**(iv) Cardiac Screening Machine:** This machine displays the physiology of the heart and it displays the movements inside the heart. Through this machine it is possible to diagnose problems of the heart, such as thinning of veins and then recommend treatment.

**(v) EEG (Electro - encephalography) Machine:** This machine is used to record the activities of the brain. The small electrical probes attached to the head receive the electrical impulses of the brain and display them on a computer screen. This device can retrieve the data in both states where a patient is awake or asleep.

**(vi) Blood Sugar Testing Machine:** This device analyses a sample of blood and determines the blood glucose level.

**(vii) Blood Pressure Measuring Machine:** This device which is worn as a wrist band can measure the blood pressure of a person at rest or when he/she is involved in some physical activity.

## **20. What is the role of IT in Government?**

Ans: The government uses large-scale computer applications in its daily operations and is actively encouraging e-governance practices. Digital India is the best example.

Government and Non-Governmental Organisations (NGOs) as well as International Government Agencies use ICT applications to communicate and provide various services to the people and is called as e-governance. There are various official web portals of the Government of India for e-governance. There are various advantages of e-governance. The Income tax department, sales tax department, preparations of voters list, preparation of PAN card makes use of the computer system. Many government services are available online. Electricity bills can now be paid online. The government uses electronic voting for elections, by replacing the traditional voting slip and ballot box. Computers are common-place in modern society, and make the entry easier.

## **Chapter 2: Data Entry and Keyboarding skills**

### **1. What is a keyboard?**

Ans: Keyboard is the most common text-based input device. Computer keyboards are similar to electronic typewriter keyboards with additional keys. A keyboard generally has more than 100 keys. Each key of a keyboard corresponds to a single symbol. Some symbols require pressing and holding several keys simultaneously or in sequence.

### **2. Explain about touch typing.**

Ans: The touch method of typewriting is a method of typing without using the sense of sight to find the keys. There is no need to search the key while typing and one has to move only the finger which is needed to strike a key. A touch typist knows the location on the keyboard through muscle memory. Touch typing typically involves placing the eight fingers in a horizontal row along the middle of the keyboard (the home row). Touch typing can be done with two hands or by using a single hand also. A touch typist starts by placing his or her fingers on the “start position” in the middle row and knows which finger to move and how much to move it for reaching any required key.

### **3. What are the different types of keys? Explain each**

Ans:- 1) Alphanumeric keys: All of the alphabet (A-Z) and numbers (0-9) on the keyboard.

2) Punctuation keys: All of the keys associated with punctuation, such as the comma (,), period (.), semicolon (;), brackets ([]), and parenthesis ({ }) and so on. Also, all of the mathematical operators such as the plus sign (+), minus sign (-), and equal sign (=).

3) Alt key: Short for Alternate, this key is like a second control key.

4) Arrow keys: There are four arrow keys to move the cursor (or insertion point) up ( $\uparrow$ ), down ( $\downarrow$ ), right ( $\rightarrow$ ), or left ( $\leftarrow$ ). Arrow keys can be used in conjunction with the Shift or Alt keys.

5) Shift or Alt keys:-To move the cursor in more than one position at a time.

6) Backspace key: Deletes the character just to the left of the cursor (or insertion point) and moves the cursor to that position.

7) Caps Lock key: It is a toggle key, which when activated, causes all alphabetic characters to be uppercase.

8) Ctrl key: The control key is used in conjunction with other keys to produce control characters. The meaning of each control character depends on which program is running.

9) Delete key: The Del key deletes the character at the current cursor position, or the selected object, but does not move the cursor. For graphics-based applications, the delete key deletes the character to the right of the insertion point.

10) Enter key or Return key: It is used to enter commands or to move the cursor to the beginning of the next line.

11) Esc key: The Escape key is used to send special codes to devices and to exit (or escape) from programs and tasks.

12) Function keys: Special keys labelled F1 to F12. These keys have different meaning depending on which program is running.

#### **4) What do you mean by numberpad?**

Ans:- This keypad is just like a simple calculator. It is normally located on the righthand side of computer keyboard. It contains numbers 0 to 9, addition (+), subtraction (-), multiplication (\*) and division (/) symbols, a decimal point (.) and Num Lock and Enter keys.

#### **5) What are Home keys?**

Ans:- Alphabets ASDF are home keys for the left hand and; (semi-colon) LKJ for the right hand.

#### **6) What are guidekeys?**

Ans: On a computer keyboard, keys 'F' and 'J' are called guide keys for left and right hand, respectively.

#### **7) What is the difference between delete key and backspace key?**

Ans:- The backspace key will remove text from behind (to the left of) your cursor position. The delete key will remove text from behind (to the right of) your cursor position.

#### **8) What is the use of capslock key?**

Ans:- It is used to type the text in capital letters.

**9)How to type symbols in a document?**

Ans:- Press and hold the shift key and then press the required symbol.

**10) Define cursor.**

Ans:- The cursor is the small downward line that flickers in a sentence while typing.

**11) How to create new lines or spaces between paragraph?**

Ans:-Creating new lines and spaces between paragraphs is done using the Enter or return key .

**12)What is a mouse?**

Ans: Mouse is a pointing device used to point a particular place on the screen and select to perform one or more actions . It can be used to select menu commands, resize windows, selecting actions from screen icons, etc.

**13) How a mouse pointer look when you move around a text and in a web browser?**

Ans: Mouse pointer will appear as I as you move it around the screen, particularly if it is over text. While working on a web browser, the pointer change to a pointing finger symbol as moved it over the page. This identifies a hyperlink.

**14) What is the use of left button and right button of a mouse?**

Ans:- Using left button of mouse different operations like selection, dragging, moving and pasting can be done. With the right button we can open a context menu for an item, if it is applicable.

**15)What are the common actions of a mouse?**

Ans: The common mouse actions are as follows:

- (a) Click or left click: It is used to select an item. Press down once on the left button with your index finger.
- (b) Double click: It is used to start a program or open a file or trigger an action.

(c) Right click: It is used to display a set of commands and available options. Move the mouse pointer to the desired position, position your middle finger on the right mouse button, keeping the mouse still, click lightly with the middle finger on the right button.

(d) Drag and drop: It allows to select and move an item from one location to another. Position the mouse on an object, hold down the left side of the mouse, and drag the object.

(e) Scroll: Many applications provide scrollbars on right side of screen if the page length is more than monitor /screen length. Instead of using page down key or arrow keys, one can use scroll key of a mouse to scroll up or down. If the scroll key is not available, one can click on the scroll bar on the application screen with the let button of the mouse. Use the scroll wheel on the mouse to move the page on the screen up or down.

(f) Blocking: Blocking is another way of selecting text. It is used to select text that needs to be edited or formatted. Click at the beginning of the word or sentence and hold down the left button, then drag along the text and see it being highlighted in black. At the end of the text or sentence release the left button.

## **16. What is the goal of typing ergonomics?**

Ans:- The goal of typing ergonomics is to reduce the strain, stress and wear and tear of your joints as you type.

## **17. Explain the factors included in typing ergonomics.**

Ans:- 1. Sitting posture:-

- While operating the computer keyboard, sit straight, slightly bending your neck forward.
- Check your comfort and sitting position of body.
- Touch the lower portion of your back to the lower portion of the back rest of the chair.
- Touch both the feet to the floor .

2. Position of hands

- Put your forearms at level with the keyboard and palms down .
- Keep your wrists straight and hang your elbows naturally.
- Don't touch the elbows to the body nor be too far away from the body .
- Bend at about a 90 degree angle.

### 3. Monitor placement

- Do not bend your neck while working on the monitor and keep the upper border of screen at eye level.
- The distance of screen from the user depends on the size of the screen.
- Keep an approximate distance of about 60–65 cms for 17 inches screen.

### 4. Mouse and keyboard placement

- Keep the keyboard and mouse together at an approximate distance of 20 cms, which will help in smooth and effortless operation of keyboard.
- Same height of keyboard, mouse and elbows helps the users to work comfortably.

### 5. Chair and table placement

- Adjust computer chair and table to an optimal height.
- The chair of the computer user must be supportive to his/her lower back.
- Keyboard and vibrating devices, such as printers, should be on separate tables.
- The computer table should also have sufficient space for your legs.
- With the correct ergonomics, typewriting becomes a natural phenomenon without causing unnecessary fatigue.

### 6. Placement of matter to be typed

- Place the matter for typing to the left or right side of the keyboard preferably on a Copy Holder which has a sloping surface.

## **18. How to position fingers on the keyboard?**

**Ans:** In the Home Row Approach, also called Horizontal Approach, all the eight fingers of both the hands rest on Home Keys during the keyboard operation. The thumb of the right hand is used to operate the Space Bar.

## **19. Mention the finger allocation of keys of the Bottom Row of computer keyboard.**

**Ans:** Keys Z, X, C, V, B, N, M, Comma, Full Stop and ‘/’ sign are located on this row. While typewriting on the First Row, little finger of left hand is not used, i.e., no key is assigned to it. So, from the Home Row, turn downwards the Ring Finger of left hand and strike key ‘z’.

Similarly, type keys ‘x’ and ‘c’ with middle and forefinger, respectively. Type full stop, comma, m, n with little, Ring, Middle and forefinger of right hand, respectively, which will appear as given below. z x c . , m n Alphabets ‘v’ and ‘b’ are to be typed with forefinger of left and right hand, respectively.

## **20. Explain about numeric pad.**

**Ans:** Efficient and effective use of numeric keypad is important in numeric data entry. The numeric keypad has four columns and five rows. The row which has 4, 5, 6 and + is called Home Row. This is the row which is initially practiced by a touch typist. On a numeric keypad, the number 5 is the guide key. It has a small raised tangible mark which serves as a guide for the touch typist in the placement of fingers on other keys.

## **21. List few successful keyboarding tips**

**Ans:**

- Press the keys with feather touch and do not put undue pressure.
- Rest your fingers on Home row while typing.
- Allow your fingers to fall naturally on the keys so that each rests on top of the next key along the same horizontal row.
- While typing, release the key immediately as soon as you press it. Holding the key for long time, will repeatedly type the same character.
- Do not look at the keyboard while practicing.

## **22. What do you mean by Rapid Typing Tutor?**

**Ans:** Rapid Typing Tutor is a Free and Open Source Software (FOSS) designed to learn typing skills on the computer. It is free to use and share with others for free.

## **23. How touch typing is performed?**

**Ans:** Touch typing can be learned by performing special exercises.

Stage one of the process begins with learning the Home Row of the keyboard (the row beginning with the Caps Lock key). Looking at the keyboard is strictly forbidden. This is followed by learning the lower and upper rows, the numbers row, uppercase letters and special symbols.

Stage two involves memorizing frequently used syllables and typing words containing these syllables.

Stage three involves typing actual text to perfect the skills acquired.

**24. What do you mean by typing accuracy?**

Ans: Typing accuracy is defined as the percentage of correct entries out of the total entries typed.

**25. What is typing rhythm?**

Ans: In the touch typing techniques, the typing rhythm is very important.

Typing rhythm means the keystrokes should come at equal intervals.

## **Chapter 3: Digital Documentation**

**Answer the following:-**

**1. Explain the concept of word processing.**

Ans:- A data entry operator should possess the skills to use the office productivity tools with a good typing speed. Although typing skill is the essential criteria for data entry operator, a little care has to be taken while using the word processing software. A typist used to hit the space bar a number of times to arrange the text. This is not required in the computer, as the automated features for editing and formatting are available. A word processor is a computer application used for the production of printable material.

**2. Define word processing software.**

Ans:- A software which is used to enter, edit, format, store, retrieve and print the document. It is also a software that provides efficient text manipulation functions that can be used for documentation.

**3. Write the difference between a text editor and a word processing software.**

Ans:- A text editor is used exclusively to write and edit text. You can copy, cut, paste, undo and redo. Text formatting is not available in those editors. Mostly text editors are used for programming purposes to write HTML, JavaScript, PHP and other languages. An example of a text editor is notepad.

A word processor allows you to edit text in addition to multiple other functionalities such as text formatting (italic, bold, underline, etc.).

**4. List web-based word processors.**

Ans:-

- Google Docs
- Office 365 Word
- Microsoft OneDrive Word

**5. Compare the features of manual typewriter, electronic typewriter and word processing software.**

Ans:- Manual typewriters were used for typing a document in earlier days. This typewriter does not have all the required characters or symbols. It is not possible to type all the characters using the typewriter and also to send same letter to two or more persons with different addresses requires multiple typing efforts. This problem was replaced by using electronic typewriter which becomes possible to make changes in the content, make multiple copies with minor changes. But it has a limitation of very small size screen to display the contents. Later computer software technology, word processing software was introduced. In this software, the document can be navigated, edited, formatted and printed.

**6. Define LibreOffice**

Ans:- It is a free and open source software(FOSS)which can be downloaded from a website [www.libreoffice.org](http://www.libreoffice.org).

**7. Explain the various parts of Writer window.**

Ans:-

- a) Titlebar:- Title bar is located on the top of Writer window. It shows the title of the currently opened document.
- b) Menu bar:-It appears below the Title Bar. It shows the menu items File, Edit, View, Insert, Format, Tables, Tools, Window and Help.
- c) Toolbars: The tool bar appears below Menu Bar.
- d) Standard toolbar: It contains commands in the form of icons.
- e) Formatting toolbar: It contains the various options for formatting a document. A graphical representation of commands is shown in the form of icons.
- f) Status bar: This is positioned at the left bottom of the Writer window and displays the number of pages, words, the language used, zooming, etc. It is located at the bottom of the workspace.
- g) Scroll button and scroll bar: It is used to scroll the document.

**8. What are the different types of software?**

Ans:

1. Application Software:-

- a. LibreOffice
  - writer
  - Calc
  - Impress

- b. Microsoft Office
  - c. Gimp
  - d. Adobe Photoshop
2. System Software
- i) Windows
  - ii) Linux
  - iii) Mac

**9. What are the various methods for selecting the text in a document?**

Ans:

- To select a letter or letters-> Drag the Mouse across the letter(s).
- To select a single word at a time ->Position the mouse pointer anywhere on that word and double click.
- To select a complete sentence at a time-> Position the mouse pointer anywhere in the sentence and triple click.
- To select a complete paragraph at a time ->Position the mouse pointer anywhere in the paragraph and quadruple click .
- A document-> Press Ctrl + A on the key board.

Drag the mouse pointer till you see a right arrow which is white. Then click it thrice.

**10.What are the various menu of writer GUI?**

Ans:-

File, Edit, View, Insert, Format, Styles, Table, Tools, Window, Help.

**11. What are the special characters? How can you insert them in a document?**

Ans: The special characters are €, ©, ÷, ∑, \$ etc. To insert special characters in a document, Insert → Special character.

**12.What are the various elements to insert in a writer document?**

Ans: The various elements are Images, shapes, objects, chart, symbols, special character, tables, header and footer, page numbers, columns, wordart/font work.

**13. What are the different options we can perform on a table in Libreoffice writer?**

Ans:

- Creating a table with rows and columns.
- Delete rows/columns
- Merge cells
- Colour the table
- Change the text direction

**14. What are the different ways we can create a table?**

Ans:-

- Click the Table icon on the standard toolbar.
- Select Table→Insert table from the Menu bar
- Press Ctrl+F12.

**15. What is the difference between splitting and merging tables?**

Ans:- Splitting of tables means dividing the tables and merging the tables means combining the tables into a single table.

**16. What are the different ways to print a document?**

Ans:

- Using the print icon .
- File→Print
- Ctrl+P

**17. What are the different settings we do in a print dialog box?**

Ans:

- You can choose the Printer.
- From Range and copies section:-
  - All Pages options to get all pages .
  - Pages option to specify the pages and
  - Selection option to select only the selected document.
- Number of copies to print.

## **18. What is Mail Merge?**

Ans:- It is the process of combining the main document with the datasource.

## **19. What are the steps involved in mail merge process?**

Ans:- To perform mail merge,

- Create main document

Main document contains the common contents

- Create the data source

A data source is a set of mailing addresses in the form of a rows and columns generally called database.

The content of the database is in the form of data records.

Each row is a record of each person, which contains the various fields, such as name, address, pincode

- Enter the data in the fields.
- Merge the data source with main document
- Print the letter and address label.

## **Chapter 4: Electronic spreadsheet**

### **Answer the following:-**

#### **1. What is a spreadsheet?**

Ans:- Spreadsheet is a long sheet of rows and columns on the computer screen to do data analysis and calculation.

#### **2. What are the uses of spreadsheet?**

Ans:-

- It is used for managing financial and accounting documents, creating data reports, generating invoices, data analysis from scientific and statistical researches, and for doing a variety of calculations on data.
- A spreadsheet software can also store, manipulate and create graphical representations of data.

#### **3. What are the different spreadsheet softwares?**

Ans:-

- Microsoft Excel,
- Libreoffice calc
- Openofficecalc,
- Apple Inc.Numbers.

#### **4. What are the activities Libreofficecalc includes?**

Ans:- LibreOfficeCalc is used to perform the following activities which are:

- Tabulation of data
- Simple mathematical calculations
- Complex calculations using formula and functions
- Arranging data in ascending and descending order (sorting)
- Filtering the required data
- Check the validity of data
- Protection of data using passwords
- Saving for future use

## **5. What are the various parts of LibreofficeCalc?**

Ans:- The various parts are;

- (a)Title bar: The Title bar, located at the top, shows the name of the current spreadsheet.
- (b)Menu bar. It contains the menus with commands for various tasks. Each menu item has a submenu called pull-down menu.
- (c)Toolbars: These toolbar provide a wide range of common commands and functions. Placing the mouse cursor over any icon displays a small box called a tooltip. It gives a brief explanation of the icon function.
- (d)Worksheet: The worksheet in Calc is also referred to as spreadsheet. The spreadsheet can have many sheets. The sheet tab shows its default name as Sheet1, Sheet2, Sheet3.
- (e) Rows and columns: The sheet is divided into vertical columns and horizontal rows.
- (f)Cell and cell address: The intersection of a row and column is called a cell.

## **6. Explain about cell?**

Ans:- The intersection of a row and column is called a cell. It is the basic element of a spreadsheet. It holds data, such as text, numbers, formulas and so on. A cell address is denoted by its column (letter) and row number.

## **7.What are the various menus present in the Menu bar?**

- Ans: (i) **File:** contains commands applied to entire document — Open, Save, Wizards, Export as PDF, Print, Digital Signatures and so on.
- (ii) **Edit:** contains editing commands — Undo, Cut, Copy, Paste, Select, Find & Replace and so on.
- (iii) **View:** contains commands for modifying the user interface — Toolbars, Column & Row Headers, Full Screen, Zoom and so on.
- (iv) **Insert:** contains commands for inserting elements into a spreadsheet — Image, Media, Chart, Object, Shapes, Date, Time, Headers and Footers.
- (v) **Format:** contains commands for modifying the layout of a spreadsheet — Cells, Rows, Columns, Page, Styles and Formatting, Alignment and so on.
- vi) **Styles:** for managing styles.
- (vii) **Sheet:** contains commands to insert and delete cell, rows and columns, insert sheet, rename sheet, fill cell, etc.
- (viii) **Data:** contains commands for manipulating data — Define range, sort, and so on.
- (ix) **Tools:** contains various functions to check and customise spreadsheet — Spelling, Language, Gallery, Macros and so on.
- x) **Window:** contains commands to display .

(xi) **Help**: contains links to the help system included in the software and other miscellaneous functions

## **8.What is a tool tip?**

Ans:- Placing the mouse cursor over any icon displays a small box called a tool tip. It gives a brief explanation of the icon function.

## **9.What are the different toolbar?**

Ans:-

(i) Standard toolbar: The standard tool bar shows the icons for most common operations, such as editing, arranging, filtering, etc., used while working on the spreadsheet.

(ii)Formatting toolbar: Formatting toolbar has the most common operation related to formatting datasheet. It includes buttons for font selection, size of text, alignment, cell value formatting and indentation, etc.

(iii)Formula toolbar: It allows entering and editing the formula in the cell.

## **10.What is an active cell?**

Ans:- Selected or activated cell is called as active cell which is always highlighted, with a thick border.

## **11.What can we enter in a cell?**

Ans:- The data to be entered can be the label, values or formula.

(a) Label: Label is the any text entered by using a keyboard. It may combine with letters, numbers, and special symbols. By default the labels are left aligned.

(b) Values: The numerical data consisting of only numbers are called values. By default values are right aligned. There are various forms of values, such as integer, decimal and so on .

(c) Formulae: Any expressions that begins with an equals '=' is treated as formula.

## **12. What is the order of precedence of operators?**

Ans:- The order of evaluation can be changed by using brackets. The expressions within the brackets are evaluated first then the exponentiation( ^ ),then /, \*(Multiplication/division) and last addition/subtraction( +,-).

### **13. How to insert column in a sheet?**

Ans; To insert the column before any column, position the cursor on any cell of the column before

which you want to insert the column and

**Select** Sheet→InsertColumns→Columns→Columnsleft

Similarly, to insert the column to the right

**Select** Sheet→InsertColumns→Columns→Columnsright.

### **14. Explain some of the commonly used basic functions in Calc.**

Ans:- 1)**SUM** :- Syntax is:- **=SUM(Number1,Number2,.....)** adds the values contained in a range of cells.

2)**AVERAGE** :- Syntax is :- **=AVERAGE(Number1,Number2,....)** Finds out the average of the values contained in a range of cell

3)**MAX** :- Syntax is:- **=MAX(Number1,Number2,.....)** Finds out the largest value contained in a range of cells.

4)**MIN** Syntax is:- **=MIN(Number1,Number2,.....)** Finds out the smallest value contained in a range of cells.

5)**COUNT** Syntax is:-**=COUNT(Number1,Number2,.....)** Counts the number of cells within a range of cells.

### **15. How data can be formatted in a worksheet? Explain the method to format.**

Ans:- The cell data can be formatted using formatting toolbar or cell formatting window. It is also possible to format the cell using Format cells dialog box .

The Format cells dialog box can be opened using Format→cells using the Format menu, or from context menu opened through right clicking the cell or by pressing the shortcut key Ctrl+1

## **16. What is the use of fill handle feature?**

Ans:-The Calc Fill Handle tool is used to fill the next cells till you drag it with the next predefined value.

## **17. What do you mean by cell referencing?**

Ans:-Referencing is the way to refer the formula or function from one cell to the next cell along the row or column.

## **18.Explain about various cell referencing.**

Ans:- There are three types of referencing. They are Relative referencing,Mixed referencing and Absolute referencing.

**Relative referencing** :-When you drag any formula in any row or column in any direction, the formula gets copied in the new cell with the relative reference. Almost all spreadsheet applications use relative referencing by default.

In **Mixed Referencing**, the \$ sign is used before row number or column name to make it constant. Whereas in Absolute referencing, a \$ symbol is used before the column name as well as row number to make it constant in any formula.

**eg:**

A1	Relative reference
\$A1	Mixed reference
\$A\$1	Absolute reference

## **19. Explain the different types of charts.**

Ans:-

<b>Types</b>	<b>Purpose</b>
Column Chart	Comparing classes of data items in group. Group comparison
Bar Chart	Comparing classes of data items in group. Group comparison.
Line Chart	Comparing classes of data items in group. Group comparison..

Pie Chart Comparing classes of data items as percentage.

XY Scatter Chart Comparing data in pairs

## **20. How to insert chart in a spreadsheet?**

Ans:-

- Select the range of data
- Choose Insert → Chart
- Select the type of chart(column/bar/pie etc...)
- Click finish

## **Chapter 5 Digital Presentation**

### **Answer the following:**

#### **1. What is a presentation?**

Ans:- It is a software to convey a topic in the most simplest way to the audience.

#### **2. What are the elements included in a presentation?**

Ans. Regular text, Lists items, Table, Graphical elements, Sound and video, Animation.

#### **3. Define Impress .**

Ans:- It is a free, open source software used by a large community for creating presentation.

#### **4. Lists the software available under the cloud platform in the internet.**

Ans: MS-Office 365 PowerPoint, Google Presentation or Microsoft SkyDrive PowerPoint are used to make the presentation.

#### **5. Explain the characteristics of a good quality presentation?**

##### **(a) Number of lines**

On one page or slide try to include 5 to 8 lines. Adding more number of lines or a paragraph may take more time to read as the font size may become too small.

**(b) Font-size:** The font size of the texts in the presentation may be decided considering the distance between the screen and the audience etc.

**(c) Correct use of grammar and language:** The grammar and language should be correct in your presentation.

##### **(d) Inserting images, drawings, tables or graphs:**

➤ Try to avoid inserting more than two graphics (images, drawings, tables or charts) in any slide.

➤ Inserting too many graphics becomes confusing for the audience.

##### **(e) Use of colours:**

➤ Try to use dark colours, bold letters with different fonts to highlight certain points.

➤ Use fair or silent background colours and dark colours for fonts.

➤ Give attention to the contrast of background and foreground colours.

##### **(f) Animation and videos:**

➤ Do not include more than one animation or video in one slide.

##### **(g) Pay attention to target group:**

➤ While creating the presentation, give attention to meet the requirements of the target audience. Focus on the contents, sequence of the topics in such a way that it makes a flow to attract the attention of the audience from the objectives.

#### **6. What are the parts of the Impress application window?**

Ans: (i) Title bar ii) Menu Bar iii) Various toolbar

#### **7. What is the use of slide pane?**

Ans:- It is a vertical pane to see the slide in small size to navigate on any slide easily.

#### **8. What is a Workspace?**

Ans: : This is the central part of the window, where the presentation slides are created, text is entered, images and other objects are inserted

#### **9. Explain about Slide transition:**

Ans:- Using slide transition, you can set the way, how the slide will appear during presentation.

You can also modify features like speed of transition, sound effects, automated transition, etc.

#### **10. How to close the Impress application ?**

Ans:-select the manipulation button Close (x),

or

select the File Menu→Exit command

or

use the keyboard shortcut Alt+F4

or

Ctrl+Q.

#### **11. How to create a new presentation?**

Ans: To create a new blank presentation, select the File Menu→New or click on the icon New or use the combination of keys Ctrl+N.

#### **12. How to add a text to a slide?**

Ans: To add text to a slide that contains a text frame, click on Click to add text in the text frame and then type your text.

**13. Explain the different ways to save the presentation?**

Ans: To save the presentation, you are working on,

Select the File Menu→Save, or, use the shortcut key combination Ctrl+S, or click on the Save button on the Standard Toolbar.

**14. How we save a presentation in different name?**

Ans: To save the presentation with a different name, select File→ Save As or, use the shortcut key combination Shift+Ctrl+S.

**15. Explain the different ways to view a presentation?**

Ans: To run a slide show

To run the slide show, click Slide Show→Start from First Slide on the main menu bar or Click the Slide Show icon on the Presentation toolbar or the Slide Sorter toolbar or Press F5.

**16. How to Close a presentation?**

Ans: To close a presentation, select File Menu→ Close or use the keyboard shortcut keys Ctrl+W.

**17. How to open a presentation?**

Ans: select File→ Open command, or, use the keyboard shortcut keys Ctrl+O. It will open the Open dialog box. Specify the location of the file that is to be opened in the Look in field, select the files and, open it with the Open command.

**18. Explain the different ways to Insert a duplicate slide?**

Ans: Select the slide you want to duplicate from the Slides Pane. Select from menu bar Slide → Duplicate Slide. Or, right-click on the slide and select Duplicate Slide from the menu. Or, right-click on a slide in Workspace and select Slide → Duplicate Slide from the menu. Or, click the Duplicate Slide icon in the Presentation toolbar.

**19. Explain the different ways to insert a new slide?**

Ans: use any of the following way. (i) Select from menu bar Slide → New Slide. (ii) Or, right-click on a slide and select New Slide from the context menu. (iii) Or, right-click in an empty

space in the Workspace and select Slide → New Slide from the context menu. (iv) Or, click the New Slide icon in the Presentation toolbar. (v) Or, use the keyboard shortcut Ctrl+M.

## **20. How we can cut ,copy and paste slides in a presentation?**

Ans: Using keyboard shortcuts: Cut, Copy and Paste operations can also be performed by the combination of keys:

- (i) Cut – Ctrl + X (ii) Copy – Ctrl + C (iii) Paste – Ctrl + V

## **21. How to delete a slide?**

Ans: To delete any slide from a presentation, first it should be selected.

To delete one or more slides (i) Select the slide(s) by marking them in the Slide Pane (ii) Right click the mouse button on the selected slide (iii) Select the Delete Slide option in the context menu.

## **22. How can you rename a slide?**

Ans: The slides are named as slide1, slide2,... by default. It is possible to give the name to the slide by renaming it.

To rename a slide: (i) Select the slide by marking them in the Slide Pane (ii) Right click the mouse button on the selected slide (iii) Select the Rename slide option in the context menu (iv) A Rename Slide dialog box will appear where you can assign the new name to the slide

## **23. What are the different ways to view a slide?**

Ans: The three ways to zoom are: (i) use of the Zoom slider on the Status bar (ii) use of the Zoom button on the Standard toolbar (iii) use the menu option View → Zoom → Zoom, the Zoom and View Layout dialog box will open. Select the appropriate option from it.

## **24.Explain about Zoom Slider.**

Ans; Zoom slider on the Status bar has two marked sections. If you are positioned in the first highlighted section, the entire slide will display within the Workspace. If you position yourself to the second one, the increase of 100% of the slide, will be displayed.

## **25. What are the different Workspace views ?**

As:- The various workspace views are in the drop-down list of the View menu. These views are Normal, Outline, Notes, Slide Sorter, Slide Master, Notes Master, Handout Master.

**26. Explain the following:**

Ans:-1) Normal View :-it is the main view for working with individual slides. This view is used to

format and design and to add text, graphics, and animation effects.

2) outline view:It shows each slide in the outline format. Only the text contained in each slide is displayed inside the Workspace. It displays slide text in the form of a structure.

3)Notespage view:- it is used to add notes to a slide for the information of presenter. It is not seen by the audience while showing the presentation.

4)Slide Sorter view: It contains all of the slide thumbnails. It is suitable for rearranging the slide order. It is used to sort slides with the ‘drag and drop’ method.

**27. How formatting is done? what are the different formatting options?**

Ans: By using menu Format→Text .

Various formatting options are: Font name, Size, Increase font size, Decrease font size, Bold, Italic, Underline, Strikethrough, Superscript, Font colour etc.

**28. What are the different ways to insert a table?**

Ans:

A Table can be inserted from the Insert menu by selecting

Insert → Table.

Tables can also be inserted by selecting the Table icon on the Standard toolbar .

**29. How to delete a table?**

Ans: To delete a table, Click on the slide and drag a selection box over the table to select it, then press the Delete key,

Or Click on the table border to select the table and press the Delete key.

### **30. Explain the different methods to insert an image?**

Ans:

- Inserting an image from a file :

To insert an image into presentation,

Select Insert → Image on the menu bar or, click on the Insert Image icon located on the standard toolbar.

- Inserting an image from the gallery:

To insert an image from the gallery:

Select Insert → Media → Gallery from the menu.

### **31. What are the various ways we can format an image?**

Ans: Formatting an image includes moving, resizing, rotating an image.

### **32. How we will group the objects?**

Ans:- Select the objects to be grouped, go to Format→Group on the main menu bar or use the keyboard combination Ctrl+Shift+G or right-click on an object within the selected group and select Group from the context menu.

### **33. How to ungroup the objects which is grouped?**

Ans: To ungroup objects follow the below given procedure:

- Select the group by clicking on any one of the objects in the group.
- When the selection handles are displayed, go to Format → Group → Ungroup on the menu bar or use the keyboard combination Ctrl+Alt+Shift+G or
- Right-click on the group and select Ungroup from the context menu.