

Total number of printed pages : 2

NB-XII/IT(V)/I

2024

**Information Technology ES (Vocational)**

Total marks: 50

Time: 2 hours

**General instructions:**

- i) *Approximately 10 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory.*
- iii) *The question paper consists of 21 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. Facts or knowledge provided or learned about something or someone is
  - (a) Prejudgements
  - (b) Information
  - (c) Belief
  - (d) Internet
- ii. In SMART goal setting, the acronym 'S' stands for
  - (a) Small
  - (b) Supply
  - (c) Specific
  - (d) Standard
- iii. In libre office calc, the sheet number sequence is shown in
  - (a) Page style
  - (b) Active cell
  - (c) Status bar
  - (d) Sheet tabs
- iv. In spread sheets, a formula must always begin with
  - (a) A less than
  - (b) An equal sign
  - (c) A greater than
  - (d) A # sign
- v. The capacity to take control and make decisions before others is
  - (a) Cognitive skill
  - (b) Perseverance
  - (c) Decisiveness
  - (d) Initiative
- vi. Green roofing is part of the green job sector under
  - (a) Agriculture
  - (b) Eco tourism
  - (c) Building and construction
  - (d) Appropriate technology
- vii. Which of the following is the world's largest ERP vendor?
  - (a) Oracle
  - (b) Epicor
  - (c) Microsoft
  - (d) Infor
- viii. The ability to quickly adapt to changes and unexpected events is called
  - (a) Mobility
  - (b) Integrity
  - (c) Accountability
  - (d) Agility
- ix. Which of the following is considered as the most important factor affecting learning across ages?
  - (a) Goals
  - (b) Aspirations
  - (c) Aptitude
  - (d) Motivation
- x. Learning through listening and speaking is
  - (a) Auditive learning
  - (b) Visual learning
  - (c) Haptic learning
  - (d) Intellect

**Answer the following questions in one word or one sentence:**

- 2. What is an enterprise? 1
- 3. What is active listening? 1
- 4. Define innovation. 1
- 5. List any two components of procurement process. 1
- 6. What is onshore outsourcing? 1
- 7. Define skill. 1
- 8. What is competitive pricing? 1
- 9. Which type of knowledge is gained through observation and experimentation? 1

**Answer the following questions in 20-50 words:**

- 10. What is e-commerce ERP module? Write one use of this module. 1+1=2
- 11. Differentiate between sole proprietorship and partnership. 2
- 12. List any two qualities procurement professionals excel at. 2
- 13. Differentiate between back office and front office of business process outsourcing. 2
- 14. List any two ways how payroll outsourcing can help business. 2
- 15. List any four characteristics of knowledge. 2
- 16. What is self-motivation? State one reason for self-motivation. 1+1=2
- 17. Explain the terms (i) Explicit knowledge (ii) Implicit knowledge. 1+1=2

**Answer the following questions in 60-100 words:**

- 18. (a) Explain briefly any four benefits of using enterprise resource planning (ERP). 4  
**Or**  
(b) Write in brief any four ways to improve time management skills.
- 19. (a) List any four ways to avail a healthy and good working environment in business process outsourcing (BPO). 4  
**Or**  
(b) Explain briefly any four principles of procurement process. 4
- 20. Explain any four sources of learning. 4
- 21. Define learning. List the three elements of learning. 1+3= 4

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