2025
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. Four stages of active listening include hearing, understanding, evaluating and
   (a) Evaluating   (b) Filtering
   (c) Thinking   (d) Responding

ii. Short cut key to bring up print dialog box is
   (a) Ctrl+K   (b) Ctrl+L
   (c) Ctrl+P   (d) Shift+F1

iii. The capacity to do task effectively and on time is
   (a) Efficiency   (b) Goal setting
   (c) Time management   (d) Managing quality

iv. A person or entity that receives something is
   (a) Emotions   (b) Filtering
   (c) Prejudgements   (d) Recipient

v. Episiodic series in digital format that can be easily downloaded from the internet is
   (a) Whats app   (b) Facebook
   (c) Podcast   (d) Amazon

vi. To make something less severe, serious or painful, the negative impact of something
   (a) Conserve   (b) Planning
   (c) Compost   (d) Mitigate

vii. Type of learning where the brain makes connection between two unrelated things
   (a) Perceptual learning   (b) Conceptual learning
   (c) Associative learning   (d) Attitudinal learning

viii. Core feature of ERP system is a database that can be
   (a) Shared   (b) Exploited
   (c) Manipulated   (d) Restricted

ix. Office services that typically include customer related services such as technical support, sales and marketing is
   (a) Regional office   (b) Front office
   (c) Telecom   (d) Back office

x. Knowledge gained through observation and experimentation is
   (a) Revealed knowledge   (b) Priori knowledge
   (c) Tacit knowledge   (d) Scientific knowledge

Answer the following questions in one word or one sentence:

2.   What is self control?   1
3.   What is tabulation?   1
4.   What is enterprise resource planning?   1
5.   What is the other name of 80/20 time management method?   1
6.   What is outsourcing?   .   1
7.   List two components of procurement process.   1
8.   What is learning?   1
9.   Define knowledge.   1

Answer the following questions in 20-50 words:

10.   State two ways to cope with stress.   2
11.   Write briefly two reasons for starting an enterprise.   2
12.   Differentiate between limited liability company and professional company.   2
13.   Briefly explain two types of ERP vendors.   2
14.   What is direct procurement? Give an example.   2
15.   What are internal and external stakeholders?   2
16.   Write two ways by which payroll outsourcing can help IT business.   2
17.   What is conceptual learning?   2

Answer the following questions in 60-100 words:

18.   **a.** Explain briefly four challenges of enterprise resource planning (ERP).
                        Or   4
         b. Explain briefly four reasons why time management is important.
19.   **a.** Explain briefly four benefits of procurement process.
                        Or   4
         b. Explain briefly four limitations of BPO.   .
20.   Explain in brief any four characteristics of learning.   4
21.   Write four common learning practices.   4

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