INDIAN SCHOOL AL WADI AL KABIR

Class: X	**Department: Commerce**
Subject: Marketing and Sales	**Part A-Employability Skills**
WORKSHEET-I	**Chapter 3: Information Communication Technology(ICT) Skills**

Qt no.	**OTQs(1M)**
1.	What do you mean by ICT? **ICT stands for Information and Communication Technology. ICT refers to all the tools related to storing, recording and sending digital information**
2.	What do you mean by Operating System? **Operating System: It is a software that act as an interface between the user and the computer**
3.	Name two operating systems for laptops or desktop. **Two operating systems for laptops or desktop are: a. Ubuntu b. Microsoft Windows**
4.	BIOS stands for _____ **Basic Input/output**
5.	The extension of a notepad file is _____ **a) .txt** b).mp3 c) .png d) .jpeg
6.	Which of the following is a part of yearly maintenance schedule for the computer? a) Clean your monitor. b) Clean up your e-mail box. c) Cleanup download folder. **d) Check for expiry of antivirus software and renew.**
7.	What should a strong password consist of? a) Only letters b) Numbers and special characters c) Name of a person **d) Letters, numbers and special characters**
8.	Which types of files are typically removed during a routine clean-up to optimize computer performance? a) System files b) Software applications **c) Temporary files** d) Important documents
9.	Which of the following functions is not performed using a mouse? **(a) Turn on** (b) Hover (c) Right click (d) Drag and Drop
10.	What is the "s" in "https" address bar indicators? a) Smart

	b) Secure c) Safe d) None of these
11.	_____is the term used when you press and hold the left mouse key and move the mouse around? **Dragging**
12.	Which of the following trap small children into inappropriate relations? **(a) Online predators** (b) Worms (c) Trojan Horse (d) Anti-Virus
13.	Here are the steps that take place when starting a computer. Rearrange the steps in the correct order. (a) Desktop appears after login (b) Login screen appears (c) Power on Self-Test (POST) starts (d) Operating system starts (e) Welcome screen appears **c>d>e>b>a**
14.	Which one of the following shortcut keys is used to paste a file? (a) Ctrl + c (b) Ctrl + p **(c) Ctrl + v** (d) Ctrl + x
15.	What keys do you use to copy something? (a) Ctrl+x **(b) Ctrl+c** (c) Ctrl+z (d) Ctrl+y
16.	What happens if you leave a device plugged in even after it is charged 100%? (a) It can break. (b) It can stop functioning. (c) It can over-heat. (d) Data can get corrupt.
17.	Which of the following keys is classified as a "navigation key" on a standard computer keyboard? a) Backspace **b) PAGE UP** c) Escape d) Num Lock
18.	How can an anti-virus protect your device? (a) It can protect it from over-heating. (b) It can increase its performance. **(c) It can prevent data from getting corrupt.** (d) It can backup data.
19.	Which of the following is essential for maintaining keyboard? (a) Turn the keyboard upside down and shake it to remove foreign material. (b) Blow dust and other particles with help of a blower.

	(c) Use a very dilute combination of soap and water applied with a non-abrasive cloth to remove stains from the keycaps. **(d) All of the above.**
20.	Which software is a series of graphical user interface operating systems developed by Microsoft? (a) Mac OS **(b) MS-Windows** (c) Linux (d) Solaris
21.	A _____ is a collection of information saved as a unit. (a) Folder **(b) File** (c) Path (d) File extension
22.	_____ key helps to move the cursor to the beginning of a new line. **a) enter** b) delete c) numlk d) end
23.	The physical parts of computers are called **hardware**
24.	_____ is a collection of instructions doing a specific task. **Software**
25.	The keys such as colon (:), semicolon (;), and question mark (?) are collectively referred to as _____ keys. **a) Punctuation keys** b) File c) Backup d) Blower
26.	What is a folder? **Location where a group of files can be stored. It has only name without any extension unlike file.**
	Subjective type Questions (2M)
1. **Ans.**	What actions can be performed on your computer screen by using a mouse 1) Roll over or Hover 2) Point and click 3) Drag and drop 4) Double click
2. **Ans.**	How ICT skills help us in our day-to-day activities? ● ICT (Information and Communication Technology) skills help us to communicate, run our business and stay connected with our family and friends. ● ICT skills (Information and Communication Technology) enhance daily life by enabling instant communication, efficient information access, and streamlined task management. ● ICT (Information and Communication Technology) skills facilitate online shopping, digital banking, remote work, and entertainment. ● ICT (Information and Communication Technology) skills help in improving education through e-learning and enhancing healthcare via Telemedicine.

<table>
<tr><td></td><td></td></tr>
<tr><td>3.</td><td>Differentiate between Hardware and Software.
<table>
<tr><td>Basis of differentiation</td><td>Hardware</td><td>Software</td></tr>
<tr><td>Definition</td><td>The physical parts that we can see and touch are called hardware</td><td>A set of instructions performing a specific task</td></tr>
<tr><td>Examples</td><td>Moniter, Keyboard, Hardware, printer, Mouse</td><td>Ms office, Paint</td></tr>
</table></td></tr>
<tr><td>4.

Ans.</td><td>What do you mean by drag and drop?
Moving an item from one location to another with the help of mouse button. This is called drag and drop.</td></tr>
<tr><td>5.

Ans.</td><td>What are SPAM mails? Should we respond to them?
Sometimes we get mails from companies who are advertising a product or trying to attract customers to their website. Such mails are called SPAM.
We should never respond to SPAM and delete it on regular basis.</td></tr>
<tr><td>6.

Ans.</td><td>Write the basic tips for taking care of Laptop/Desktop.
Basic tips for taking care of Computer are:
(i) Keyboard: You can clean a keyboard with a soft brush
(ii) Screen: You can wipe the screen with a soft cloth to remove any finger marks.
(iii) Be careful with food and drinks: Avoid eating and keeping glasses of water or cups of coffee near a computer
(iv) Handle devices carefully: Handle and move your laptop carefully and avoid dropping or banging it against a hard surface.
(v) Keep the computer cool: If a computer, laptop or mobile device gets overheated, the internal parts can be damaged. The CPU has an internal fan to keep it cool. We should make sure the fan is functioning.
(vi) Do not overcharge your battery: Sometimes we keep a device plugged in for charging even after it is fully charged. This reduces the battery life. Always unplug the device once it is charged 100%.
(vii) Always plug in devices carefully: Any device being connected to a laptop or computer such as a USB drive or headphones, should be done gently. It should not be forced into the port.
(viii) Do not run too many programs at a time: When too many programs are running at the same time, the computer can become slow and even crash.
(write any four)</td></tr>
<tr><td>7.
Ans.</td><td>What are control keys?
Keys, such as Control (CTRL), SHIFT, SPACEBAR, ALT, CAPS LOCK and TAB, are special control keys that perform special functions depending on when and where they are used.</td></tr>
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8. **Ans.**	What do you mean by threats to Computer? List the various threats to a computer and its data. Threats are the ways in which personal information can be leaked from a computer without our knowledge. The various threats to a computer and its data are: **(a) Theft:** Theft means stealing of information or hardware. These may be of three types: a. **Physical:** b. **Identity**: c. **Software Piracy** **(b) Virus:** Viruses are computer programs that can damage the data and software programs or steal the information stored on a computer. Major types of viruses are: a. **Worms**-These are viruses that replicate themselves and spread to all files once they attack a computer and are difficult to remove. b. **Trojan horse:** A Trojan Horse disguises itself i.e., it appears to be a useful software program but once it reaches a computer it starts behaving like a virus and destroying data. c. **Online predators**: Online predators are people who trap you into inappropriate relationships d. **Internet scams**- Sometimes you may receive very attractive offers saying you have won a huge money in a lottery and that you can claim the prize by depositing a certain amount of money. When you deposit the money using credit card or online banking, you not only lose the deposit money but your card / account information may be misused later.
9. **Ans.**	Explain any two ways to protect your data Ans: **(a) Use passwords to login to your computer:** Use passwords that are difficult to guess. Passwords are difficult to hack if they are a mix of small (For example 'a b c d') and capital letters (For example, 'H J E R'), numbers (For example '8 7 6 5') and special characters (For example, '% ^ # $'). This would prevent unauthorized people from using your computer. **(b) Install Anti-virus and Firewall:** Anti-viruses and Firewall monitor the data coming in and out of a computer and prevent and viruses from entering. Anti-viruses can also detect and clean viruses that may have entered a computer. **(c) Encrypt Data:** This is usually done by banks and companies in which important customer information is stored. They can encrypt their entire hard disk using the encrypting feature in Windows (Bitlocker). This would force users to use a decryption password (or key) before starting the computer thus preventing unauthorized usage. **(d) Secure sites:** Give details of your credit card or bank account only on secure sites. See in the address bar of the browser. If the site address starts with https://and a lock symbol, then it is safe to give your credit card and bank details
10.	List down the steps for Yearly/Annual Maintenance of a computer. **(i) Clean up contacts list on social media accounts** **(ii) Clean up e-mail contact list** **(iii) Update your operating system** **(iv) Check for expiry of anti-virus software and renew**
11.	How can you increase the performance of a computer? **We can increase the performance of a computer by** **a. Using an updated Antivirus Software**

	b.Removing unnecessary files and data, such as temporary files and images.
12.	What is a security break in computer. **Security break is leakage of information stored in a computer.** **Personal information can be lost or leaked in two ways:** **1. We are not careful in giving out personal information over the Internet. For example, we share our account details and password on unsecure sites.** **2. A person gets unauthorized access to our computer. This can happen in the office if we leave are computer without logging out.**