INDIAN SCHOOL AL WADI AL KABIR

Class: IX	**Department: Commerce**
Subject: Marketing and Sales	**Part I– Employability Skills**
	Chapter 3: Information and Communication Technology Skills

Q. No.	
1.	The full form of ICT is _____. Information and Communication Technology.
2.	What is a short-range wireless communication technology called? (a) Wi-Fi (b) Internet (c) Bluetooth (d) PS
3.	Which among the following symbols represent calendar app? a. b. c. d.
4.	Define Web Page. A web page is a document present on a computer that is connected to the Internet. Each web page has a unique address/location. For example, the address of NCERT is http://ncert.nic.in
5.	Which one of the following shortcut key is used to paste a file? (a) Ctrl + C (b) Ctrl + P (c) Ctrl + V (d) Ctrl + X
6.	You want to send an e-mail message to your friend Sushil. In which order will you perform the given steps to write and send an e-mail to him? (i) Type Sushil's e-mail address, subject and message (ii) Click on the Compose button (iii) Click Send (iv) Open your e-mail account.

	(a) (iv), (ii), (i), (iii) (b) (iv), (i), (ii), (iii) (c) (iv), (i), (iii), (ii) (d) (iii), (i), (ii), (iv)
7.	Ravi was reading a webpage about animals, and he saw a word "Tiger" in blue underlined text. When he clicked on it, it took him to another page showing details about tigers. What is this feature called? (Hyperlink)
8.	What is the term used when you press and hold the left mouse key and move the mouse around? (a) Highlighting (b) Dragging (c) Selecting (d) Moving
9.	"This is an application from where you can get apps like Facebook, WhatsApp, etc. Some apps are free while some are paid ones." Identify the app. Google Play Store
10.	Which of the following is a valid file extension for Notepad file? (a) .jpg (b) .doc (c) .text (d) .txt
11.	What does GPS stand for? (a) Global Positioning System (b) Global Payment System (c) Global Program System (d) Global Pointing System
12.	Name the basic controls you see on mobile device. Power button, Screen, Back button, Microphone, Menu button, Home button, Earpiece, Volume button
13.	Which part of the home screen is visible on all pages? (a) Status bar (b) Main icon area (c) Dock (d) Clock
14.	Which of the following units make up the CPU? (a) Control Unit (b) Processing Unit (c) Memory Unit (d) All the above
15.	Ananya wanted to check her email and surf the internet. She turned on her laptop and noticed the Wi-Fi symbol. It said, "Connected to Ooredoo ISP." What is Ooredoo here? Ooredoo is an **Internet Service Provider (ISP)**. It provide internet access to Ananya, allowing her to use the web.

<table>
<tr><td>16.</td><td>Which shortcut key is used to create a new document?

(a) Ctrl+ c
(b) Ctrl + n
(c) Ctrl + m
(d) Ctrl + d</td></tr>
<tr><td>17.</td><td>Describe a Printer.

A printer is an output device. It is used to take print out of the documents. It can be classified as impact printers and non-impact printers.</td></tr>
<tr><td>18.</td><td>Undo, cut, copy and paste are _____ commands.

(a) View
(b) Edit
(c) Styles
(d) File</td></tr>
<tr><td>19.</td><td>What is the shortcut to save the changes made to an existing file?

(a) FILE > SAVE
(b) INSERT > SAVE
(c) HOME > SAVE</td></tr>
<tr><td>20.</td><td>Shreya is working on her school project. She needs to search for information on the internet. She opens her laptop and uses Google Chrome, but her friend uses Mozilla Firefox. Which are some common web browsers used to access the internet?

Mozilla Firefox, Google Chrome, Internet Explorer, Apple Safari, Opera, Microsoft Edge.</td></tr>
<tr><td>21.</td><td>Match the Type of I/O device in column I with their the purpose given in column II
<table>
<tr><th>Column I</th><th>Column II</th></tr>
<tr><td>1.Mic/microphone</td><td>(i) Scans/ captures a paper image, document and converts it to digital file on computer.</td></tr>
<tr><td>2.Scanner</td><td>(ii) Used for recording the items purchased in order to create the receipt/bill</td></tr>
<tr><td>3.Camera</td><td>(iii) Used to record voice on the computer, and communicate</td></tr>
<tr><td>4.Barcode Reader</td><td>(iv) Used to record videos</td></tr>
</table>
Choose the Correct option from the Following:

a. 1-(i),2-(ii),3-(iii),4-(iv)
b. 1-(iii),2-(i),3-(iv),4-(ii)
c. 1-(iv),2-(ii),3-(i),4-(iii)
d. 1-(ii),2-(iv),3-(i),4-(iii)</td></tr>
<tr><td>22.</td><td>There is a talent contest in your town. For participating in the audition, you have to send a recording of a song. What would you connect to your computer to record your song?

(a) Keyboard
(b) Microphone
(c) Scanner</td></tr>
</table>

<table>
<tr><td></td><td>(d) Mouse</td></tr>
<tr><td>23.</td><td>What is the shortcut to print a document?

(a) FILE > EXPORT
(b) FILE > SEND
(c) F7
(d) control + p</td></tr>
<tr><td>24.</td><td>Assertion: Keyboard is a popular input device.
Reason: A keyboard is used to type data or instructions and for some other functions.

a. Assertion and Reason both are correct, and reason is correct explanation of assertion.
b. Assertion and Reason both are correct, but reason is not the correct explanation of assertion.
c. Assertion is correct, but reason is not correct.
d. Assertion and Reason both are not correct.</td></tr>
<tr><td>25.</td><td>Karan received an email that promised him a large amount of money if he clicked a link. It looked suspicious, and his email automatically moved it to the Junk/Spam folder. What is this type of email called, and why was it moved to the Junk/Spam folder?

This type of email is called spam. The email was moved to the Junk/Spam folder because this folder holds emails that may not be useful or are considered suspicious, helping to protect the user from potential threats or unwanted content.</td></tr>
<tr><td></td><td>SHORT QUESTIONS and Long Questions</td></tr>
<tr><td>26.</td><td>What are the key skills one should possess to use ICT?

ICT enables anytime, anywhere access to information and resources. The basic ICT skills that you need are:
• Knowledge to operate computers
• Knowledge to browse the internet for collecting and storing the information.</td></tr>
<tr><td>27.</td><td>Write any two differences between a smartphone and a tablet.

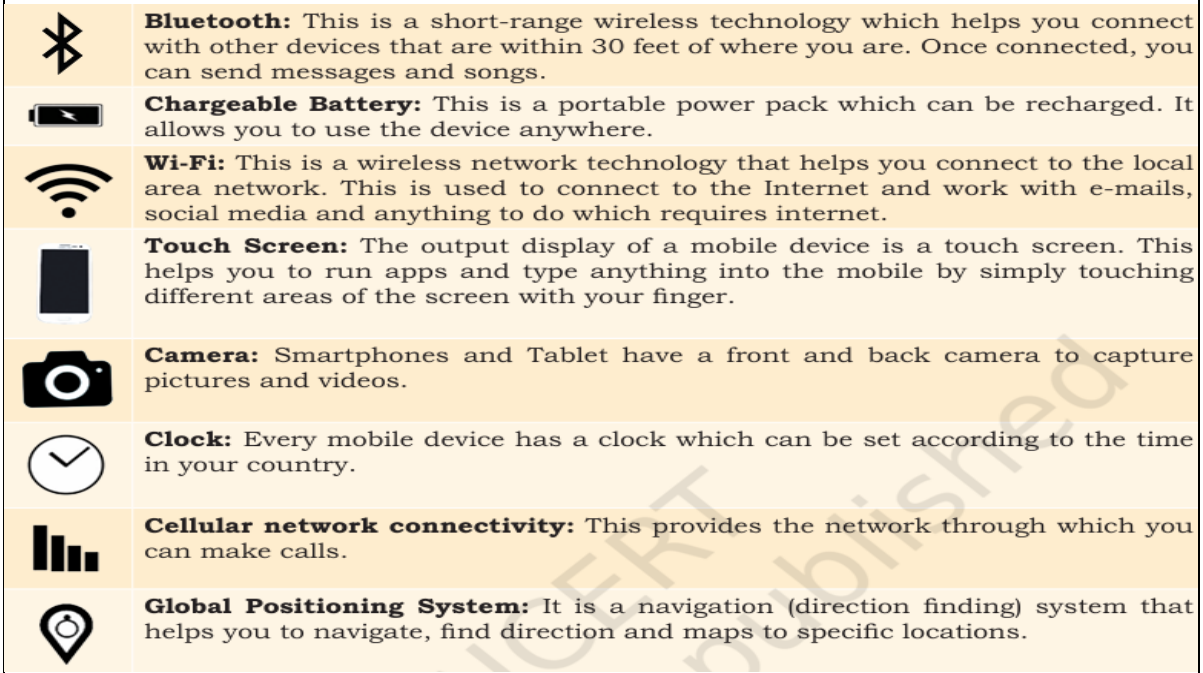
<table>
<tr><td>Basis</td><td>Smartphone</td><td>Tablet</td></tr>
<tr><td>Screen size</td><td>Screen size is smaller</td><td>Has a bigger screen</td></tr>
<tr><td>Photos and videos</td><td>Watching a movie or making changes to a picture is difficult</td><td>Watching videos and making changes to a photo is better and easier due to bigger screen size</td></tr>
<tr><td>Battery life</td><td>You need to charge phones more often</td><td>Usually have a longer battery life</td></tr>
<tr><td>Storage</td><td>Comes with different storage capacities, but phones with high storage are costly</td><td>Usually have higher storage capacity, i.e., they can store more pics, videos and Apps</td></tr>
</table>
</td></tr>
</table>

28. **Give any four applications of ICT in daily life.**

Four applications of ICT in daily life are:

- **Paying Utility Bills from Home**: ICT allows users to pay electricity, water, and gas bills online from the comfort of their homes, making payments quick and convenient.
- **Booking Train and Flight Tickets Online**: Through ICT, people can easily book train and flight tickets via websites and apps, saving time and effort compared to traditional booking methods.
- **Taking Online Classes**: ICT enables access to education through online platforms, where students can attend virtual classes, complete assignments, and interact with teachers from anywhere.
- **Transferring Money Between Accounts**: With online banking and mobile payment systems, ICT allows users to transfer money between accounts quickly, securely, and without visiting the bank.

29. **List the important features of a mobile device.**



Bluetooth: This is a short-range wireless technology which helps you connect with other devices that are within 30 feet of where you are. Once connected, you can send messages and songs.

Chargeable Battery: This is a portable power pack which can be recharged. It allows you to use the device anywhere.

Wi-Fi: This is a wireless network technology that helps you connect to the local area network. This is used to connect to the Internet and work with e-mails, social media and anything to do which requires internet.

Touch Screen: The output display of a mobile device is a touch screen. This helps you to run apps and type anything into the mobile by simply touching different areas of the screen with your finger.

Camera: Smartphones and Tablet have a front and back camera to capture pictures and videos.

Clock: Every mobile device has a clock which can be set according to the time in your country.

Cellular network connectivity: This provides the network through which you can make calls.

Global Positioning System: It is a navigation (direction finding) system that helps you to navigate, find direction and maps to specific locations.

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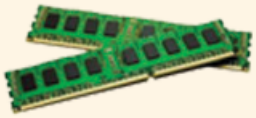
30. **What is the difference between hardware and software, in terms of physical existence?**

Basis	Hardware	Software
Physical existence	Hardware refers to the physical and tangible components of the computer i.e. the components that can be seen and touched	Software represents the set of programs that govern the operation of a computer system and make the hardware run

31. **Describe the subsystems of the computer.**

The subsystems of the computer are:

•**Input Unit:** Used to enter information into the computer. Examples: Keyboard, Microphone, web camera, scanner.

	•**Central Processing Unit:** The Central Processing Unit (CPU) of the computer processes information received from the keyboard and gives the output to the monitor or the printer. There are 3 main parts of the CPU- Control unit, Processing unit, Memory unit. •**Memory Unit:** It acts as the storage room of a company, where data is stored temporarily (RAM) as well as for a long time (ROM). •**Output Unit:** Output devices bring information from the computer to the user. Examples: Monitor, printer, speakers.
32.	**What are the peripheral devices? Explain.** **Keyboard**: It is used to provide input to the computer on what to do, which could be in the form of typed letters, numbers, and symbols. **Mouse**: We use it to go to different parts of the screen on the monitor. **Microphone**: It is used to record voice on the computer, and communicate. **Projector**: It is used to project images or video from computer on a screen. **Monitor:** It displays all the visual output that CPU produces after processing the input. **Speakers**: It plays back all the sound-based output. **Scanner**: It is a device that scans/ captures a paper image, document and converts it to digital file on computer. **Printer**: It helps to print out the visual output on the paper as displayed on the monitor.
33.	**Differentiate between RAM and ROM?** 

RAM	ROM
• When you are doing tasks on your computer, you use RAM	• Permanently stores information
• Temporarily stores information • Information is lost when computer is switched off • Information can be changed easily.	• Information is stored when computer is off • Information cannot be changed easily • It is mainly used when starting the computer.

34.	**"Email is an electronic message transmitted over the Internet or computer network from one user to another." Describe email services. What are the various elements of the e-mail message.** Email stands for **electronic mail**. Email services allow users to send and receive messages over the Internet or a computer network. Commonly used email services include Gmail, Yahoo Mail, and Outlook. **Elements of an E-mail Message:** • **To**: The recipient's email address. • **Subject**: A brief description of the email's content. • **Body**: The main content or message of the email. • **Attachments**: Files or documents sent along with the email. • **CC (Carbon Copy)**: A copy of the email sent to other recipients. • **BCC (Blind Carbon Copy)**: A copy of the email sent to other recipients without the primary recipient knowing. • **Signature**: A personalized sign-off at the end of the email, often including the sender's name, title, or contact details.
35.	**What is the Internet? Write a short note on the uses of internet.** The Internet is a global network of connected computers that allows people to access information, communicate, and interact through services like websites, emails, and social media. The common uses of internet are: • **Search Information**: Quickly access the latest news, results, or updates about any topic. • **Entertainment**: Listen to music, play games, watch movies, and share pictures. • **E-mail and Chatting**: Send messages or talk to anyone globally in seconds (e.g., Gmail, Outlook). • **Shopping**: Buy and sell products online and make payments using digital methods like wallets or cards. • **Online Booking**: Book movie tickets, hotels, or travel tickets online. • **Social Networking**: Share your interests and stay connected with friends and family on platforms like Facebook and Twitter. • **Online Learning**: Take courses on various topics, some of which are free. • **Online Banking**: Manage bank accounts and transfer money online through mobile banking or other services.
36.	**What is file extension? Give example of different types of file extensions?** A file extension is a suffix added to the name of a file that indicates its format or type. It helps the computer determine which program should be used to open the file. File extensions usually consist of three or four characters following a period (dot). Examples of Different Types of File Extensions: ➢ .txt – Plain text file (e.g., Notepad files). ➢ .docx – Microsoft Word document. ➢ .jpg – Image file (JPEG format). ➢ .mp3 – Audio file (e.g., music files). ➢ .pdf – Portable Document Format (e.g., Adobe PDF files).

37. **Differentiate between postal mail and electronic mail.**

Basis of Comparison	**Postal Mail**	**Electronic Mail (E-mail)**
Address	Postal mail address is a street, city, etc., of a geographical location.	E-mail address is a digital location on a mail server where you can send or receive an electronic message.
Written on	Postal mail is written with paper.	An e-mail is written on a computer or mobile device.
Sent via	Postal mail is sent by bus, air, or train.	E-mail travels in a digital format over an Internet connection.
Received in	Postal mail is brought by the postman and dropped into the letterbox outside our house.	E-mail comes into the Inbox of the receiver's e-mail account.