



- Notes :
1. Draw neat and labelled diagram wherever necessary.
 2. All questions are compulsory and carry equal marks.
 3. Avoid vague answers and write specific / points relevant to questions only.

Either:

1. a) Define Office Automation. Explain the need of office automation. **8**
b) Distinguish between E-commerce & E-Governance. **8**

OR

- c) What is E-mail system ? Explain the major advantages of E-mail towards postal mails. **8**
d) What are Office Automation tools ? Describe any two tools in details. **8**

Either:

2. a) What do you mean by word-processing ? Explain the major advantages of MS-word software. **8**
b) What is Mail Merge ? Explain the characteristics and advantages of using Mail Merge. **8**

OR

- c) What do you mean by protecting documents ? Explain the steps for securing word documents with password. **8**
d) What is Alignment in word ? Explain Live spacing alignment in detail. **8**

Either:

3. a) What is MS-Excel ? Explain the basic elements of MS-Excel. **8**
b) What are charts used in Excel ? Explain different types of charts options in Excel. **8**

OR

- c) Explain with suitable example that can we use excel as database ? If yes then how. **8**
d) What are Excel toolbars ? Explain important options available in excel. **8**

Either:

4. a) Define MS-PowerPoint. Explain the standard toolbar in PowerPoint. 8
- b) What is Slide Transition ? Explain any three types of Slide Transitions to be done. 8

OR

- c) What are layouts in PowerPoint ? Explain different types of layout used in PowerPoint. 8
- d) Explain the detail procedure to enter the data into Graph with example. 8
5. Attempt all questions.
- a) Explain how Internet can be used for business conferencing. 4
- b) Explain the "Goto" option in detail. 4
- c) Explain Goal seek in detail. 4
- d) What do you mean by pack & Go feature ? Explain. 4
