

Government of Karnataka

KARNATAKA SCHOOL EXAMINATION AND ASSESSMNET BOARD II Year PUC Supplementary Examination May/June-2023 Scheme of Evaluation

Subject: IT/ITES Subject Code: 61

Q. No I	PART A	Marks
1	a) me	1
2	b) Information Technology Enabled Services	1
3	d) Ctrl+shift+v	1
4	b) Slicers	1
5	a) Tools	1
6	c) Insert	1
7	a) Personal Folder File	1
8	c) View	1
9	b) F7	1
10	b) Hotspot	1
Q. No II	PART B	
11	 An application for leave is a common employment email / letter written / typed in all organizations. An employee should make it point to draft a leave application before going on long leave This helps in maintaining the leave records of the employee This informs the superior about employees non availability in the organization Reason for leave and period of absence is clearly specified This should be short and precise Only relevant information features in the letter This assures the employer that all pending work will be completed once the employee returns from leave (Any two) 	1
12	The full form of IT is Information technology. It is a branch of engineering dealing with the use of computers and telecommunications equipment to store, recover, transmit and control data. IT is useful in everyday lives. Shopping, banking, travelling, education, entertainment, public sector, private sector, almost everywhere IT is playing its various roles very smoothly. (Any two)	1
13	 Select Format > Styles and Formatting F11. Create your own styles: select File > Templates > Save 	2

14	Slicers are one-click controls introduced in Microsoft Excel 2010 that can display data interactively when using pivot tables. Slicers can be used to display data interactively data i.e. when you apply a filter, data changes dynamically	2
15	 Place the cursor where you need to insert the comment or select a block of text. Select Insert > Comment. Include a comment, for example select the text "SkyDrive" Click OK 	2
16	 Select smartArt design that you want to modify Select Design tab. Select White Outline available in SmartArt Styles group and apply. Notice the visual effect changed 	2
17	 Left arrow: Previous slide Home: First slide 	1 1
18	 Select Slide Show > Slide Show Settings Slide Show dialog box appears (figure adjacent). Select Auto under Type; type in the duration for repeating the slide show. Click OK 	2
19	 http://www.campaignmonitor.com/templates/all/ http://www.activecampaign.com/templates/ http://www.eblastmagic.com/free-templates.html http://www.benchmarkE-mail.com/resources/Free-HTML E-mail template (Any two)	2
20	A vCard is a file format standard widely used for electronic business cards and is supported most e-mail messaging software. Similar to normal business cards, electronic business cards are usually stored with the address book of the e-mail messaging software.	2
21	a) MEW: Microsoft Expression Web b) HTML: HyperText Markup Language	1
22	Internet forum refers to the online discussion websites where people exchange conversations in the form of messages. Forums usually have: • Users, who post questions or comments • Moderators, who regulate (post or remove threads) • Administrator, who manage the forum.	2
23	 Create a new page, save this page as watermark.html. Right-click on the body, select Page Properties. Select the Formatting tab. Select Background Picture under Background. Click browse:, select the image you want as a watermark and then click OK. 4. Check Make it a Watermark click OK 	2

Q. NO III	PART C	
24	Call Center: is a service center with good telecom facilities, trained consultants, access to the Internet and other online information and is set-up to provide information and support to a customer. They are offices used for the purpose of receiving and transmitting a large volume of customer focused telephone calls that are handled by trained customer service representatives. The telephone calls may be "inbound" (customers call-in for getting information about a product) or "outbound" (customer service representatives call customers to sell some product or to provide information about some service). A typical call center functions as follows:	3
	 A customer uses a toll-free number (there is no cost when this number is dialed) that is connected to a customer support center. When a call reaches the call center, the customer is answered by a trained customer service representative, who has access to a wide database of information, and is trained on 	
	the product/service being offered. • The technology created by the IT experts, to support the Call center, makes sure that the customer service representatives have the latest information available, thereby ensuring that the highest standards of customer service are delivered.	
	With the increase in world-wide connectivity, it does not matter if the call center is located in the local city of the customer or anywhere else in the world	
25	 Guidelines for giving feedback: Express your feedback in positive terms. Be descriptive rather than evaluative. Reveal your own position or feelings. Be specific rather than general. Feedback is usually more effective when requested Generally, feedback is most useful at the earliest opportunity (Any three) 	1 1/2
	Guidelines for receiving feedback: • Listen to the feedback. Try to understand the other person's perspective. • There is nothing called "negative" feedback. All feedback is always positive; only the attitude of the person can be negative. • Focus on "only" what you need to learn from the feedback. • Don't reject feedback immediately. Give the feedback serious consideration and weigh up the consequences of changing or not changing. Don't reject it immediately. • Express your thoughts and feelings about the feedback and possible changes. • Tell the person whether you intend to try and change, and in what ways. • Tell the person what they could do to help you make changes. • Express appreciation for their concern and interest. 'Thank you for the feedback' or 'Thank you for the ideas (Any three)	1 1/2

26			O	pen a new	document		3
				↓ File m	enu		
				↓ Nev			
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				Labels Su	b menu		
	↓ Labels dialog box appears						
	Type the store address in Label Text, text box						
	select the sheet option in format section						
				1	rand and size		
	put no. of columns and no. of rows in format tab(for example : 3 columns and 10 rows)						
			Clic	ck on new d	locument		
27	Select ToClick Redappears.		s. A Record M				3
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	MyMacro • Click Sa						
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29.	 Create a presentation with 5-6 slides (sample below) Select Slide Show menu (figure adjacent). Click Custom Slide Show A Custom Slide Shows dialog box appears (figure below) click New Type a name in Name:, for example Show1. Select slides 1, 3 and 5 and click >>. Notice the slides under Selected slides Click OK. Notice the custom slide show is listed Click Start to play this custom slide show. Notice only Slide 1,3 & 5 are displayed. 	3
30.	a) Read:	1
	Open your email messaging software.	
	Select View > Sort by.	
	Select the submenu option Read.	1
	b) From :	
	Open your email messaging software.	1
	Select View > Sort by.	1
	Select the submenu option From.	
	c) Subject:	
	Open your email messaging software.	
	Select View > Sort by.	
	Select the submenu option Subject.	
31.	a)	1 ½
	 Select Site > New Site Select One page site or Empty site or Import Site Wizard option 	
	 Select Empty Site and enter a name for the website, for example: MyFirstWebsite. 	
	b)	
	• Select File > New > Page	
	 You can use MEW to create web pages using HTML or ASP code, Style Sheets (CSS), etc. Select HTML from the list and Click OK. 	1 ½
	Notice that a new page is created (figure below).	

32	Switch to Design View. Place the cursor where you want to position the table.	3
	Select Table > Insert Table Here you can specify the number of rows and solumns, border size, border soler etc.	
	 Here you can specify the number of rows and columns, border size, border color etc. Do the following: 	
	a. Type 10 in Rows under Size section.	
	b. Type 10 in Columns under Size section.	
	c. Type 3 in Size under Borders section.	
	d. Select Maroon from Color dropdown menu under Borders section.	
	Click OK.	
33	Create a new page, save this page as multipleimages.html.	3
	Select Insert > Picture > From File Select multiple microwee by using Ctrl + Click (year need at least 2, 4 large size.)	
	• Select multiple pictures by using Ctrl + Click (you need at least 3-4 large size pictures for this exercise).	
	 Select Insert. Skip providing alternate text for now, you can add it later. 	
	Click OK once for each image. Notice the size of the images.	
	Now select the image, right-click and select Auto Thumbnail.	
	Repeat the procedure for rest of the images.	
	The thumbnails are displayed in the web page.Click File> Save	
Q NO IV	• Click File> Save PART D	
QNOT		
34	Select tools > Mail merge wizard	6
	Mail manus missed dislandam surrana aliah mant	
	Mail merge wizard dialog box appears, click next ↓	
	Select a document type section appears.	
	↓	
	Select E-mail message and click Next	
	Ingert Address Block gostion appears, Click select Address List	
	Insert Address Block section appears, Click select Address List	
	Select Address list dialog box appears, select the data source used earlier. Click ok	
	and click Next	
	Create a salutation section appears; Click Next.	
	Preview and edit the document section appears, Click Next.	
	↓ ↓	
	Personalize the mail merge documents section appears, click next	
	↓	
	Save, print or send the document section appears	
	Select Send merged document as E-mail	
	To send invitation to requisite email addresses	
	Type the subject	
	Type the subject	
	Select the Adobe pdf – document from send as dropdown list	
	↓	
	Click send documents button.	

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	\downarrow	
	Click yes	
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	A mail merge E-mail dialog box appears	
	\downarrow	
	Type your name in text box	
	J J J J J J J J J J J J J J J J J J J	
	Type the SMTP address in server name	
	J	
	Click test settingbutton to check if the settings are configured properly.	
	l.	
	Click ok	
	CHER OR	
35.	a)	3
33.	Open this file in Adobe Acrobat Reader. Notice the title bar with file name and	3
	<u> </u>	
	encryption status as "Secured"	
	Select File > Properties. Document Properties dialog box appears;	
	 select Security tab Notice the values under Printing: and Content Copying:. 	
	 Also exported PDF files are encrypted; to view details about encryption, click Show 	
	Details.	
	(b)	
	 Open a new spreadsheet and create the adjacent structure. 	
	Save this spreadsheet in the shared folder with a file name, for example Latest	2
	Price.ods.	3
	Select Tools > Share Document	
	Check Share this spreadsheet with other users and	
	• click OK.	
26	• Click yes	(
36.	Go to http://mozbackup.jasnapaka.com.	6
	Download MozBackup and install it on your computer. On the Research Property of the Prop	
	Click Start > Programs > MozBackup.	
	A Welcome to MozBackup wizard appears (figure above).	
	Click Next.	
	Select Mozilla Thunderbird, click Next.	
	Click Browse to select another folder on your computer, for example:	
	D:\Thunderbird and click Save.	
	Click Next.	
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