

03 AUG 2010  
Eastern University, Sri Lanka.

EASTERN UNIVERSITY OF SRI LANKA  
FACULTY OF COMMERCE AND MANAGEMENT  
SECOND SEMESTER EXAMINATION IN  
CERTIFICATE IN BUSINESS ADMINISTRATION (CBA) (JULY, 2010)  
CBA 1095 – COMPUTER LITERACY AND APPLICATION  
(PROPER AND REPEAT)

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Answer all questions

Time allowed: 2 hours

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**Question 01.**

- a) Name two different Operating Systems.
- b) What do you understand by the terms *software* and *hardware*?
- c) List three input devices and three output devices.
- d) State the full name of the following abbreviations.
  - I. *CPU*
  - II. *WWW*

**Question 02.**

- a) List the main features of a computer.
- b) Write the short cut keys for the following in Microsoft Word.  
*Save, Print, Cut, Copy, Undo, Select all.*
- c) List three uses of Microsoft Word.
- d) Give two different methods to *save* a document prepared using Microsoft Excel.

**Question 03.**

- a) Describe the following terms:  
*Data, Database, Database Management System.*
- b) List three uses of *Database Management System.*
- c) List three network topologies.
- d) Describe how the *Information and Communication Technology (ICT)* supports business management.

**Question 04.**

- a) List three softwares that are used to access internet (Browsers).
- b) List four uses of internet.
- c) List three advantages of electronic mail (e-mail) over the ordinary postal service.
- d) What is the use of search engine in internet browsing?