



BE-24

Roll No. : \_\_\_\_\_

कंप्यूटर प्रवीणता परीक्षा  
Computer Proficiency Test

कुल अंक : 100

समय : 01 घंटा

Total Marks : 100

Time : 01 Hour

अभ्यर्थियों के लिए निर्देश  
Instructions to Candidates

1. कंप्यूटर प्रवीणता परीक्षा (CPT) वर्ड प्रोसेसिंग, स्प्रेड-शीट, स्लाइड बनाने आदि में प्रवीणता का आकलन करेगी। एक्सरसाइज में एक पैसेज की टाइपिंग और/या अन्य वर्ड प्रोसेसिंग एक्सरसाइज शामिल होंगी, स्प्रेड-शीट की तैयारी, पावरपॉइंट प्रेजेंटेशन की तैयारी और संबंधित एक्सरसाइज जो किसी कार्यालय के सामान्य दिन-प्रतिदिन के कामकाज में आवश्यक हैं।

The **Computer Proficiency Test (CPT)** will judge proficiency in Word Processing, Spreadsheet, Generation of Slides etc. Exercises will include Typing of a passage and/or other word processing exercises, preparation of spreadsheet, preparation of PowerPoint Presentation and related exercises which are required in the normal day-to-day functioning of an Office.

2. अभ्यर्थियों को CPT के दौरान निम्नलिखित स्टेप्स करने होंगे :

The candidates are required to undertake the following steps during CPT :

**Step 1.** प्रश्न-पत्र प्राप्त करें और उसे पढ़ें।

Receive the Question Paper and Read it.

**Step 2.** निर्देशों को पढ़ने के बाद कंप्यूटर स्क्रीन पर दिए गए लिंक से एमएस वर्ड, एमएस पावरपॉइंट और एमएस एक्सेल फाइल डाउनलोड फ़ोल्डर में डाउनलोड करें व सुरक्षित करें।

Download the MS Word, MS PowerPoint and MS Excel file from the link on computer screen after reading the instructions, in the Download folder and Save it.

**Step 3.** प्रश्न-पत्र के अनुसार एक्सरसाइज पूरी करें।

Complete the exercise as per the Question Paper.

**Step 4.** एक्सरसाइज पूर्ण करने के बाद एमएस वर्ड, एमएस पावरपॉइंट और एमएस एक्सेल शीट अपलोड करें।

Upload MS Word, MS PowerPoint & MS Excel sheet after performing the exercise.

**Note :** किसी भी तकनीकी समस्या के मामले में, अभ्यर्थी उत्तर स्क्रिप्ट/उत्तर पत्रक को डाउनलोड करने और अपलोड करने के लिए निरीक्षक की सहायता ले सकते हैं।

In case of any technical problems, candidates may seek the assistance of the invigilator for downloading and uploading of the answer script.

3. अभ्यर्थियों को सलाह दी जाती है कि वे फ़ाइलों को केवल “डाउनलोड फ़ोल्डर” में ही सेव करें, जैसा कि CPT सॉफ़्टवेयर कंसोल/कंप्यूटर स्क्रीन पर दिए गए निर्देशों “डाउनलोड कैसे करें” में निर्दिष्ट है।  
Candidates are advised to save the files in the “Download folder” only as specified on the CPT software console/computer screen “How to Download” instructions.
4. अभ्यर्थी डाउनलोड की गई किसी भी फ़ाइल का नाम न बदले, क्योंकि अपलोडिंग के दौरान सिस्टम किसी भी नाम बदली गई फ़ाइल को स्वीकार नहीं करेगा।  
Candidate must not rename any of the downloaded files, as system will not accept any renamed file during uploading.
5. अभ्यर्थी को CPT सॉफ़्टवेयर कंसोल/कंप्यूटर स्क्रीन पर दिए गए सभी निर्देशों अथवा परीक्षा केंद्र पर परीक्षा अधिकारियों द्वारा दिए गए सभी निर्देशों का अवश्य पालन करना होगा।  
Candidate must follow all the instructions given on the CPT software console/computer screen or all the instructions provided by the exam officials at the test center.
6. यह प्रवीणता परीक्षा 60 मिनट की अवधि की होगी। इस समय अवधि के बाद फ़ाइलें अपलोड नहीं की जा सकतीं। इसलिए, अभ्यर्थियों को निर्दिष्ट समय के भीतर फ़ाइलें अपलोड करना आवश्यक है।  
This Proficiency test will be of 60 minutes duration. Files cannot be uploaded beyond this time period. Hence, candidates are required to upload the files within the specified time.
7. अभ्यर्थी को परीक्षा केंद्र छोड़ने से पहले प्रश्न-पत्र को निरीक्षक को वापस करना होगा।  
Candidate must return the **Question Paper** to the Invigilator before leaving the venue.
8. अभ्यर्थी को प्रश्न-पत्र, निर्देश या कोई अन्य खाली पृष्ठ परीक्षा हॉल से बाहर नहीं ले जाना चाहिए।  
Candidate should not take either the Question Paper, Instructions or any other blank page out of the Examination Hall.
9. अभ्यर्थियों को उन्हें दी गई कोई भी शीट नहीं फाड़नी चाहिए।  
Candidates should not tear any sheet given to them.
10. अभ्यर्थियों को अपनी परीक्षा पूरी होने के बाद तब तक बैठे रहना होगा, जब तक कि उन्हें जाने की अनुमति न मिल जाए।  
Candidates must remain seated after completion of their test, until allowed to leave.
11. अभ्यर्थी को परीक्षा हॉल में शांति बनाये रखनी होगी और परीक्षा केंद्र के परीक्षा प्रशासक के निर्देशों का पालन करना होगा।  
Candidate must observe silence in the Examination Hall and abide by the instructions of the test administrator of the test centre.
12. यदि कोई अभ्यर्थी उत्पात या अनुचित आचरण करता है, तो उसे परीक्षा से निष्कासित किया जा सकता है तथा कानून के तहत उसके विरुद्ध अन्य दंडात्मक कार्रवाई भी की जा सकती है।  
If any candidate indulges in disorderly or improper conduct, he/she will be liable to expulsion from the Test along with any other punitive actions as warranted under law.
13. वह अभ्यर्थी, जो स्क्राइब के साथ प्रतिपूरक समय के लिए पात्र हैं, उन्हें परीक्षा के प्रति घंटे पर 20 मिनट का अतिरिक्त समय दिया जाएगा।  
Those Candidates with scribe, who are eligible for compensatory time, will be given extra time of 20 minutes per hour of examination.

This Paper consists of **Three Sections** :

<b>Section – A : (Microsoft Word) :</b>	<b>(40 Marks)</b>
<b>Section – B : (Microsoft PowerPoint) :</b>	<b>(30 Marks)</b>
<b>Section – C : (Microsoft Excel) :</b>	<b>(30 Marks)</b>

**Section – A**  
**(Microsoft Word) (40 Marks)**

**Instruction :**

Create a Word document with the guidelines provided below.

1. (a) **Create a numbered list of the following points :** (3 Marks)  
**Note: 0.5 mark will be deducted for each typing error (e.g., spelling mistakes, omissions, or extra characters) up to a maximum of 3 marks.**
  - (i) Phishing attacks and social engineering
  - (ii) Ransomware and malware threats
  - (iii) Cloud security vulnerabilities
  - (iv) Internet of Things (IoT) security risks
  - (v) Insider threats and data breaches
- (b) **Format the numbered list as per the instructions given below :** (3 Marks)
  - (i) Use lowercase Roman numerals (i, ii, iii, etc.) for the numbering style. 1
  - (ii) Use the font style (Arial) and size (11) for the numbered list. 1
  - (iii) Align the numbered list to the center of the page with a 0.3 inch (0.76 cm) hanging indent. 1
2. **Set up the page layout as per the instructions given below :** (4 Marks)  
Set the margins as follows :
  - (i) Top: 1.75 inches (4.45 cm) 1
  - (ii) Bottom: 1.25 inches (3.18 cm) 1
  - (iii) Left: 1.25 inches (3.18 cm) 1
  - (iv) Right: 1.25 inches (3.18 cm) 1
3. (a) **Type the following passage in Microsoft Word, adhering to the instructions provided below the passage :** (9 Marks)

**Note : 0.5 mark will be deducted for each typing error (e.g., spelling mistakes, omissions, or extra characters) up to a maximum of 9 marks.**

**The Growing Importance of Cybersecurity**

In today's interconnected digital landscape, cybersecurity has become a critical concern for individuals, businesses, and governments worldwide. As technology advances, so do the sophistication and frequency of cyber threats, making robust security measures more important than ever.

One of the most prevalent cybersecurity challenges is the rise of ransomware attacks. These malicious programs encrypt victims' data, demanding payment for its release. Such attacks can cripple organizations, causing significant financial losses and reputational damage.

Phishing attempts remain a persistent threat, with attackers using increasingly convincing methods to trick individuals into revealing sensitive information. Education and awareness programs play a crucial role in combating these social engineering tactics.

The proliferation of Internet of Things (IoT) devices has expanded the attack surface for cybercriminals. Many IoT devices lack proper security measures, making them vulnerable entry points into networks.

As organizations increasingly rely on cloud services, ensuring the security of data stored and processed in the cloud has become paramount. Cloud security requires a shared responsibility model between service providers and users.

To address these challenges, cybersecurity professionals must stay ahead of evolving threats through continuous learning and adaptation. Implementing a multi-layered security approach, including firewalls, intrusion detection systems, and regular security audits, is essential for robust protection.

- (b) **Do the font setting as per the instructions given below :** (2 Marks)
- (a) Use font Arial throughout the document. 1
  - (b) Font size: 11 1
- (c) **Do the Paragraph Settings as per the instructions given below :** (3 Marks)
- (a) Set the line spacing to 1.15 for all paragraphs. 1
  - (b) Add a space after each paragraph by setting the “After” spacing to 8 points. 1
  - (c) Indent the first line of each paragraph by 0.5 inch (1.27 cm). 1
- (d) **Do the Additional Paragraph formatting as per the instructions given below :** (7 Marks)
- (a) Apply bold and small caps formatting to the title “The Growing Importance of Cybersecurity”. Also center-align the title with font size 16. 4
  - (b) Bold and strikethrough for the words “ransomware attacks” in the passage. 1
  - (c) Italicize and underline the phrase “Internet of Things (IoT)” in the passage. 1
  - (d) Justify all the paragraphs. 1

4. **Insert the Header and Footer as per the instructions given below :** (1 Mark)
- Insert a footer with the page number right-aligned and the text “Cybersecurity CPT” left-aligned. Apply italics to both. 1

5. (a) **Create a table with the following data :** (3 Marks)

**Note : 0.5 mark will be deducted for each typing error (e.g., spelling mistakes, omissions, or extra characters) up to a maximum of 3 marks.**

Threat Type	Impact	Prevention Measure
Malware	Data Theft, System Damage	Antivirus Software, Regular Updates
DDoS Attacks	Service Disruption	Traffic Filtering, CDN Usage
SQL Injection	Data Breach	Input Validation, Parameterized Queries
Man-in-the-Middle	Data Interception	Encryption, Secure Protocols

- (b) **Format the table as per the instructions given below :** (5 Marks)
- (i) Use the font style (Arial) and size (11) for the table. 1
  - (ii) Apply a thick border to the outer edges of the table and a thin border to the inner cells. 1
  - (iii) Right-align the table on the page. 1
  - (iv) Align the text within the table cells as follows : 2
- Header row : Center-align both horizontally and vertically and apply bold formatting.
- Data rows : Left-align horizontally and top-align vertically.

**Section – B**  
**(Microsoft PowerPoint)**

**(30 Marks)**

**Instructions :** Create a PowerPoint presentation on the topic “Launching a New Service : Cloud Storage” following the guidelines provided below. The presentation should consist of a maximum of 3 slides.

**Compulsory Identification Requirement :** All candidates must include their **name and roll number** on each slide. The name and roll number should be placed on the right side of each slide in the box for identification purposes. Sample shown in layout of each slide. **It contains zero marks. Use Fonts : Arial, Size 18 for identification requirements.**

**Note : 0.5 mark will be deducted for each typing error (e.g., spelling mistakes, omissions, or extra characters) up to a maximum for each task.**

**1. Prepare the Content Slide as per the instructions given below : (15 marks)**

- (a) Use the comparison layout for the slide. 1
- (b) Set the title text to “Product Features”. 1
- (c) Use the font Arial (Bold), size 44, and align the text to the center. 2
- (d) In the first comparison column, create a bullet list of the following product features using same bullet style used here : 2
  - ✓ Voice Control
  - ✓ Smart Device Integration
  - ✓ Energy Management
  - ✓ Personalized Automation

Use the font Arial, size 24, and align the text to the left for the bulleted list. 2

- (e) In the second comparison column, insert a table and reproduce it with the same data. Format the table as per given instructions: 4

Feature	Benefit
Voice Control	Hands-free operation
Device Integration	Centralized management
Energy Management	Cost savings
Automation	Increased convenience

Use Arial font, size 14, and center-align the text in the table. 2

Bold the First row of table. 1

**Note : Here’s an example layout of how the 1<sup>st</sup> slide might look in the PowerPoint.**

**Product Features**

- ✓ Voice Control
- ✓ Smart Device Integration
- ✓ Energy Management
- ✓ Personalized Automation

Feature	Benefit
Voice Control	Hands-free operation
Device Integration	Centralized management
Energy Management	Cost savings
Automation	Increased convenience

Candidate Name: ABCDEFGH IJKLMNO  
Candidate's Roll Number: 0XXXXXXXXXX0

2. Prepare the Conclusion Slide as per the instructions given below : (8 marks)

- (a) Create title and content layout slide with following given structure with Title :  
"Target Market" Font: Arial (Bold), Size: 44, Alignment: Center. 4
- (b) Create a bullet list as follows. Use Font: Arial, Size: 24, Alignment: left. 4
- Tech-Savvy Homeowners
  - Busy Professionals
  - Elderly and Disabled Individuals
  - Eco-Conscious Consumers

Note : Here's an example layout of how the 2<sup>nd</sup> slide might look in the PowerPoint.

<h2>Target Market</h2> <ul style="list-style-type: none"><li>• Tech-Savvy Homeowners</li><li>• Busy Professionals</li><li>• Elderly and Disabled Individuals</li><li>• Eco-Conscious Consumers</li></ul>
<small>Candidate Name: ABCDEFGH IJKLMNO Candidate's Roll Number: 0XXXXXXXXXX0</small>

3. Prepare the Title Slide as per the instructions given below : (7 marks)

- (a) Use the "Title and Subtitle" layout. 1
- (b) Set the title text to "Introducing a New Product: Smart Home Assistant". 1
- (c) Use the font Arial (Bold), size 44, and align the text to the center. 2
- (d) Add the subtitle text "The Future of Home Automation". 1
- (e) Use the font Arial (Italic), size 24, and align the text to the center. 2

Note: Here's an example layout of how the 3<sup>rd</sup> slide might look in the PowerPoint.

<h2>Introducing a New Product: Smart Home Assistant</h2> <p><i>The Future of Home Automation</i></p>
<small>Candidate Name: ABCDEFGH IJKLMNO Candidate's Roll Number: 0XXXXXXXXXX0</small>

**Section – C**  
**(Microsoft Excel)**

**(30 Marks)**

**Scenario : Customer Service Performance Analysis** - You are a customer service analyst at a major e-commerce company. Your role involves analyzing customer service data to improve customer satisfaction and operational efficiency. You will perform several tasks related to data management and analysis using a sample customer service dataset.

**Instructions :**

- Use the sample customer service dataset provided below.
- Perform each task as specified, ensuring accuracy in your calculations and formatting.
- Create the chart within the same spreadsheet.
- Apply filtering directly to the dataset.

**Customer Service Dataset**

Agent ID	Agent Name	Department	Calls Handled	Avg. Call Duration (min)	Customer Satisfaction	Resolution Rate	Efficiency Score
A101	John Smith	Tech Support	120	15	4.2		
A102	Emma Johnson	Billing	95	10	4.5		
A103	Michael Brown	Tech Support	110	18	3.9		
A104	Sarah Davis	Orders	140	8	4.7		
A105	Robert Wilson	Billing	85	12	4.1		
A106	Jennifer Lee	Orders	130	9	4.4		
A107	David Clark	Tech Support	100	20	3.8		
A108	Lisa Anderson	Billing	90	11	4.3		
A109	James Taylor	Orders	125	7	4.6		
A110	Patricia White	Tech Support	105	16	4		
		Avg. Efficiency:		Max Satisfaction:			

- 1. Perform the following tasks related to table creation : (11 Marks)**
- (a) Insert the data as shown above. **5**
- Note : 0.5 mark will be deducted for each typing error (e.g., spelling mistakes, omissions, or extra characters) up to a maximum of 5 marks.**
- (b) Set the font type to “Calibri”, font size to 11, and align all text to the center. **2**
- (c) Apply bold and a light blue background colour to the header row. **1**
- (d) Sort the data by “Customer Satisfaction” in descending order. **1**
- (e) Resize columns and rows so that all the data is visible. **1**
- (f) Apply a double border to the entire inserted data. **1**
- 2. Perform the calculations as per the following : (14 Marks)**
- (a) Calculate the Resolution Rate for each agent (assume it’s 85% of Customer Satisfaction) and display it in the “Resolution Rate” column. Round to two decimal places. **5**
- (b) Calculate the Efficiency Score for each agent using the formula:  $(\text{Calls Handled} / \text{Avg. Call Duration}) * (\text{Customer Satisfaction} / 5) * 10$ . Round to one decimal place and display it in the “Efficiency Score” column. **5**
- (c) Calculate the average Efficiency Score across all agents and display it in a cell (“Avg. Efficiency:”) below the dataset. Round to one decimal place. **2**
- (d) Find and display the highest Customer Satisfaction score in a cell (“Max Satisfaction:”) below the dataset. **2**
- 3. Perform the Graph/chart related tasks as per the following : (5 marks)**
- (a) Create a scatter chart with “Calls Handled” on the X-axis and “Customer Satisfaction” on the Y-axis. Use different colours for each department. (Below the table) **3**
- (b) Add appropriate labels and title to the scatter chart. The chart title should be “Call Volume vs. Customer Satisfaction”, the X-axis should be labelled “Calls Handled”, and the Y-axis should be labelled “Customer Satisfaction”. Include a legend for the departments. **2**
-