

APPENDIX – G

(1) Operating System and office Productivity Tools.

- (i) Microsoft Windows
- (ii) MS Word - including Advanced Features
- (iii) MS Outlook
- (iv) File and Folder Management
- (v) Internet Familiarity, Usages and E-mail.
- (vi) Understanding Wide Area Network, Wireless LAN and connecting LAN to WAN
- (vii) Information on Internet explorer usages and various options / setting available
- (viii) Overview & Usages of PDF
- (ix) Microsoft Office.

(2) Microsoft Office Indic (Gujarati)

- (i) Introduction about MS Office - Indic
- (ii) Introduction about Desktop, Mouse, Keyboard, etc.
- (iii) How to start Word? Methods of starting Word
- (iv) How to Change Language English to Gujarati
- (v) Introduction about the Gujarati Keyboards
- (vi) Introduction about the Gujarati IME, Difference between Remington and Transliteration K/B
- (vii) How to operate the K/B what is Transliteration K/B
- (viii) How to type different Characters and Words from Transliteration K/B
- (ix) How to use IME help? How to use spelling grammars check in Gujarati?
- (x) What is smart Tag? What is thesaurus?
- (xi) How to change the menu from English to Gujarati
- (xii) Convert the ASCII font to Unicode from TBIL Converter.

(3) Troubleshooting, Installation and Best practices.

- (i) Understanding Storage devices.
- (ii) How to use a DVD/CD-ROM and floppy
- (iii) Burning DVD/ CD
- (iv) Taking data on and from a flash drive, pen drive.
- (v) Using data and resources from a Local Area Network
- (vi) Using FTP for uploading and downloading of Data from the Internet

(vii) Information on Scanner and Scanner Software usage / Configuration

(4) Installations:

- (i) Installing basic software's like MS Office, etc
- (ii) CD Burning Software (Nero, etc)
- (iii) Installing or adding printers
- (iv) Installing or adding Fonts
- (v) Installing sound drivers
- (vi) Installing drivers for any new hardware
- (vii) Installing new software and removing them using the control panel

(5) Best Practices.

- (i) General Security concepts (Covering orientation on the criticality of the password protection, guidelines on forming new passwords, guidelines on protection, of the assigned accounts)
- (ii) Disk Cleanup
- (iii) Regular updating of anti virus software
- (iv) Scandisk
- (v) Backups in detail including the following:
 - (a) Backup through Application
 - (b) Backup through Utilities and Tools.
 - (c) Record Retention

(6) Troubleshooting:

- (i) Troubleshooting Tools
- (ii) Troubleshooting Viruses
- (iii) Troubleshooting Fundamentals
- (iv) Problems that keep a computer from starting
- (v) Troubleshooting OS, Network
- (vi) Problems after a Computer Boots

APPENDIX –H

Practical Test

(i)	Preparing a tender notice in word file	30 Marks
(ii)	Preparing a slide for presentation based on data provided	10 Marks
(iii)	Preparing an excel spreadsheet and answering an arithmetic problem	10 Marks
(iv)	Error check and spelling correction in given word document and other functions. <ul style="list-style-type: none">- Comment remove- Spelling check- Bold – Remove (Rewriting of paragraph), etc.	10 Marks