

QUESTION PAPER DESIGN

Subject	:	IT/ITeS
Level	:	1
Class	:	IX
Time	:	2 Hrs. 30 Minutes
Marks	:	60

1. Weightage to Objectives:

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	2 (5 each)	5 (3 each)	5(2 each)	25(1 each)	36
Marks Allotted	10	15	10	25	60
Estimated Time	40 min	40 min	40 min	30min	150 mints

3. Weightage to Content:

	<u>Marks</u>
1. Introduction to IT/ITeS Industry	05
2. Data Entry and keyboarding skills	05
3. Digital Documentation	15
4. Electronic Spreadsheet	15
5. Digital Presentation	10
6. Employability Skills	10

Total = 60

4. **Scheme of Sections :** X X X
5. **Scheme of Sections :** Option of Internal Choice in essay type questions
6. **Difficulty level :** Difficult : 10 % marks
 Average : 50 % marks
 Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

QUESTION PAPER DESIGN

Subject	:	IT/ITeS
Level	:	2
Class	:	10TH
Time	:	2 Hrs. 30 Minutes
Marks	:	60

1. **Weightage to Objectives:**

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. **Weightage to form of Questions:**

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	2(5 Each)	5(3 Each)	5(2 Each)	25(1 Each)	37
Marks Allotted	10	15	10	25	60
Estimated Time	40 min	32 min	42 min	36min	150 min

3. **Weightage to Content:**

	<u>Marks</u>
1 Word Processing (Advanced)	15
2 Spreadsheet (Advanced)	15
3 Database Management System	15
4 Health and Safety	05
5 Employability Skills	10

Total = 60

4. **Scheme of Sections :**

X X X

5. **Scheme of Sections :**

Option of Internal Choice in essay type questions

6. **Difficulty level :**

Difficult : 10 % marks

Average : 50 % marks

Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

BOARD OF SCHOOL EDUCATION HARYANA, BHIWANI

(AN ISO 9001:2015 CERTIFIED ORGANISATION)

Hansi Road, Bhiwani (Haryana) - 127021

QUESTION PAPER DESIGN(Session 2021-22)

Subject : IT/ITeS
Level : 3
Class : 11th
Time : 2 Hrs. 30 Minutes
Marks : 60.

1. Weightage to Objectives:

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	2(5 Each)	5(3 each)	5(2 Each)	25(1 Each)	37
Marks per Questions	5	3	2	1	60
Marks Allotted	10	15	10	25	60
Estimated Time	40	32	42	36	150 min

3.

Sr No	Weightage to Content:	Marks
1	Unit 1: IT-ITeS Industry	<u>10</u>
2	Unit 2 :CRM Domestic Voice Representaive Training	<u>05</u>
3	Unit 3 :Outbound Calls: Interacting with Customer	<u>10</u>
4	Unit 4 :Using CRM Application: FreeCRM-	<u>05</u>
5	Unit 5 :Work Management	<u>10</u>
6	Unit 6 :Workplace Safety and Hazard	<u>10</u>
7	Employability Skills	10
Total		60

4. Scheme of Sections :

X XX

5. Scheme of Sections :

Option of Internal Choice in essay type questions

6. Difficulty level :

Difficult : 10 % marks

Average : 50 % marks

Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

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QUESTION PAPER DESIGN (Session 2021-22)

Subject : IT/ITeS
Level : 4
Class : 12th
Time : 2 Hrs. 30 Minutes
Marks : 60

1. Weightage to Objectives:

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	2(5 Each)	5(3 each)	5(2 Each)	25(1 Each)	37
Marks per Questions	5	3	2	1	60
Marks Allotted	10	15	10	25	60
Estimated Time	40	32	42	36	150 min

3.

Sr No	Weightage to Content:	Marks
1	Applications of Biometric Data	<u>15</u>
2	Fundamentals of Database Systems	<u>15</u>
3	Advanced Technologies	<u>10</u>
4	Maintain Healthy, Safe and Secure Working Environment	<u>10</u>
5	Employability Skills	10
Total		60

4. Scheme of Sections :

X XX

5. Scheme of Sections :

Option of Internal Choice in essay type questions

6. Difficulty level :

Difficult : 10 % marks

Average : 50 % marks

Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

Board of School Education, Haryana

CURRICULUM FOR SESSION 2021-22

Subject : IT/ITES

Level : 1

Class : 9th

Employability Skills

Unit	Unit Name	Deleted Portion SESSION/ SUB-UNIT
UNIT 1	Communication Skills	NIL
UNIT 2	Self-Management Skills	Session 1: Introduction to Self-management Session 2: Strength and Weakness Analysis Session 3: Self-confidence Session 4: Positive Thinking Session 5: Personal Hygiene Session 6: Grooming
UNIT 3	Information and Communication Technology Skills	NIL
UNIT 4	Entrepreneurship Skills	Session 1: What is Entrepreneurship? Session 2: Role of Entrepreneurship Session 3: Qualities of a Successful Entrepreneur Session 4: Distinguishing Characteristics of Entrepreneurship and Wage Employment Session 5: Types of Business Activities Session 6: Product, Service and Hybrid Businesses Session 7: Entrepreneurship Development Process
UNIT 5	Green Skills	Session 1: Society and Environment Session 2: Conserving Natural Resources Session 3: Sustainable Development and Green Economy

Subject Specific Skills (IT/ITES)

Unit	Unit Name	Deleted Portion SESSION/ SUB-UNIT
UNIT 1	Introduction to IT-ITeS Industry	NIL
UNIT 2	Data Entry and Keyboarding Skills	NIL
UNIT 3	Digital Documentation (Elementary)	<ul style="list-style-type: none">Print the letters using mail merge
UNIT 4	Spreadsheet Applications (Elementary)	<ul style="list-style-type: none">Format data in the SpreadsheetUse Referencing
UNIT 5	Digital Presentation	<ul style="list-style-type: none">Create and use table in presentationInsert and format image in presentationWork with slide master

Note- To be assessed in Practical only. No question shall be asked from this portion in Theory Exams

Board of School Education, Haryana

CURRICULUM FOR SESSION 2021-22

Subject : IT/ITES

Level : 2

Class : 10th

Employability Skills

Unit	Unit Name	Deleted Portion(SESSION/ SUB-UNIT)
UNIT 1	Communication Skills	NIL
UNIT 2	Self-Management Skills	Session 1 Stress Management Session 2 Self-awareness — Strength and Weakness Analysis Session 3 Self-motivation Session 4 Self-regulation — Goal Setting Session 5 Self-regulation — Time Management
UNIT 3	Information and Communication Technology Skills	NIL
UNIT 4	Entrepreneurship Skills	Session 1 Entrepreneurship and Society Session 2 Qualities and Functions of an Entrepreneur Session 3 Myths about Entrepreneurship Session 4 Entrepreneurship as a Career Option
UNIT 5	Green Skills	Session 1 Sustainable Development Session 2 Our Role in Sustainable Development

Subject Specific Skills (IT/ITES)

Unit	Unit Name	Deleted Portion(SESSION/ SUB-UNIT)
UNIT 1	Digital Documentation (Advanced)	Create table of contents
UNIT 2	Electronic Spreadsheet (Advanced)	Share and review a spreadsheet
UNIT 3	Database Management System	Create Forms and Reports using wizard
UNIT 4	Maintain Health, Safety and Secure Working Environment	Protect Health and Safety at work

BOARD OF SCHOOL EDUCATION, HARYANA

CURRICULUM FOR SESSION 2021-2022

Subject : ..IT/ITeS

Level : 3

Class : 11TH

Employability Skills

Unit	Unit Name	Due to Covid-19 this 30% (SESSION/ SUB-UNIT) Reduce from Syllabus
UNIT 1	Communication Skills	NIL
UNIT 2	Self-management Skills	Session 1: Strength and Weakness Analysis Session 2: Grooming Session 3: Personal Hygiene Session 4: Team Work Session 5: Networking Skills Session 6: Self-motivation Session 7: Goal Setting Session 8: Time Management
UNIT 3	Information and Communication Technology Skills	NIL
UNIT 4	Entrepreneurship Skills	Session 1: Introduction to Entrepreneurship Session 2: Values of an Entrepreneur Session 3: Attitude of an Entrepreneur Session 4: Thinking Like an Entrepreneur Session 5: Coming Up with a Business Idea Session 6: Understanding the Market Session 7: Business Planning
UNIT 5	Green Skills	Session 1: Sectors of Green Economy Session 2: Policies for a Green Economy Session 3: Stakeholders in Green Economy Session 4: Government and Private Agencies

Subject Specific Skills (IT/ITeS)

Unit	Unit Name	Reduce 30% Syllabus (SESSION/ SUB UNIT)
UNIT 1	: IT-ITeS Industry	NIL
UNIT 2	CRM Domestic Voice Representative Training	- NIL
UNIT 3	Outbound Calls: Interacting with Customer	Introducing yourself to Customer-In bound Calls, Introducing yourself to Customer-Tele-Sale Calls, Introducing yourself to Customer-Collection Calls, Call Flow(Routing), Information Security, Client Confidentiality, Call Centre Measures, External Customers, Internal Customers, Courtesies while opening a call, Courtesies during a call, Qualities to be developed to make a tele-sale call, Challenges during tele-sale call, Upsell or Cross sell, Collection call, Open ended questions
UNIT 4	Using CRM Application: FreeCRM-	Basic steps to login to free CRM- HOME, default company, shortlist, message board, custom views, Schedule Call, Create Meeting, Call List, POP accounts, Resources, Team View, Import, Export, Sales Target, Profile Setup
UNIT 5	Work Management	Standard Organisational Policies Standard Organisational Procedures
UNIT 6	Workplace Safety and Hazard	NIL

BOARD OF SCHOOL EDUCATION, HARYANA

CURRICULUM FOR SESSION 2021-2022

Subject : IT/ITeS

Level : 4

Class : 12TH

Employability Skills

Unit	Unit Name	Due to Covid-19 this 30% (SESSION/ SUB-UNIT) Reduce from Syllabus
UNIT 1	Communication Skills	NIL
UNIT 2	Self-management Skills	Session 1 Motivation and Positive Attitude Session 2 Result Orientation Session 3 Self-awareness
UNIT 3	Information and Communication Technology Skills	NIL
UNIT 4	Entrepreneurship Skills	Session 1 Entrepreneurship and Entrepreneur Session 2 Barriers to Entrepreneurship Session 3 Entrepreneurial Attitudes Session 4 Entrepreneurial Competencies
UNIT 5	Green Skills	Session 1 Green Jobs Session 2 Importance of Green Jobs

Subject Specific Skills (IT/ITeS)

Unit	Unit Name	Reduce 30% Syllabus (SESSION/ SUB-UNIT)
UNIT 1	Applications of Biometric Data	Session 1. Report Generation in Biometric Attendance System Session 2. Report Generation in Aadhaar Based Biometric Attendance System
UNIT 2	Fundamentals of Database Systems	Session 2. Creating And Updating Database Session 3. Query in Database
UNIT 3	Advanced Technologies	Session 1. Cloud Computing Session 4. Digital Signature and Scripting Technology
UNIT 4	Maintain Healthy, Safe and Secure Working Environment	Session 2. Air and water quality at workplace Session 4. Breaches in health, safety and security Session 5. Emergency services