



RAN-2411001103050001

B.Sc. IT (NEP) (Sem.- III) Examination February - 2026 IT Business Communication - I (Paper - 301)

Time: 1 Hours]

[Total Marks: 25

સૂચના : / Instructions

- (1) ઉપરોક્ત દશવિધ વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
Fill up strictly the above details on your answer book

Seat No.:

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Student's Signature

Q.1. Draft a meaningful conversation on the following: (Any 1) (05)

- (A) **Situation:** A junior developer presents code for review.
Conversation: Senior suggests improvements, junior explains choices, both agree on best practices.
- (B) **Situation:** A tester reports a critical bug before release.
Conversation: Developer, tester, and project manager discuss priority, impact, and quick resolution.

Q.2. Do as Directed: (08)

- (A) **Fill in the blanks with the correct options:**

Dear Team,

The management has approved the purchase of new _____ (servers / keyboards) for data handling. Proper _____ (maintenance / staplers) schedules will be followed to ensure efficiency. We are also upgrading our _____ (bandwidth / mouse pad) to support faster communication.

Regards,

- (B) **Based on your understanding of Ethics in professional communication, interpret the given case studies:**

Case: An employee frequently uses the company-issued laptop to watch movies, play games, and download personal software. One day, the laptop gets infected with malware, which spreads to the company network.

Q.3. Do as Directed: (Any 3) (12)

- (A) Give a list of 5 questions a software developer can ask the client during requirement gathering.
- (B) How will you approach the given abstract topic in a Group-Discussion? (Any 1)
(1) Success is a State of Mind (2) Logic vs Creativity
- (C) Write the minutes of a project kick-off meeting where the IT team discussed project goals, timelines, division of tasks, and tools for collaboration.
- (D) Give 5 expressions for acknowledging customer frustration or disappointment.
- (E) Keeping in mind the 3 steps of denying request, draft a sample request denial to a client.