

# **Bachelor of Arts (Facility and Services Management)**

**BAFSM  
First Year, Second Year and Third Year**

**Assignments Booklet  
(2026)**



**School of Tourism and Hospitality Services Management  
Indira Gandhi National Open University, Maidan Garhi, New Delhi – 110068**

## BAFSM ASSIGNMENTS

### Bachelor of Arts (Facility and Services Management)

Dear Student,

You will have to do one Tutor Market Assignment (TMA) in each of the courses in B. A. (Facility and Services Management).

Before attempting the assignments, please read the instructions provided in the Programme Guide for Bachelor of Arts (Facility and Services Management). In this dispatch we are sending you the Assignments for BEGAE-182, BFO-001, BFO-002, BFO-003, BEGLA-136, BEVAE-181, BFO- 004 and BFO-005.

**Note:** All Assignments must be submitted in time and they should be sent to the Coordinator of your Study Centre. You must mention your Enrolment Number, Name, Address, Assignment Code and Study Centre Code on the first page of the assignment.

You must obtain a receipt from the Study Centre for the assignments submitted and retain it. If possible, keep a photocopy of the assignments with you.

After evaluation, the assignments have to be returned to you by the Study Centre. Please insist for this and keep them as a record with you. The Study Centre has to send the marks to Students Evaluation Division at IGNOU, New Delhi.

### GUIDELINES FOR DOING ASSIGNMENTS

We expect you to answer each question in about 600 words or as mentioned in the assignments. You will find it useful to keep the following points in mind:

1. **Planning:** Read the assignments carefully. Go through the Units on which they are based. Make some points regarding each question and then rearrange them in a logical order.
2. **Organization:** Be a little selective and analytic before drawing up a rough outline of your answer. Give adequate attention to your introduction and conclusion.

Make sure that your answer:

- a. is logical and coherent;
  - b. has clear connections between sentences and paragraphs; and
  - c. is written correctly giving adequate consideration to your expression, style and presentation.
3. **Presentation:** Once you are satisfied with your answer, you can write down the final version for submission, writing each answer neatly and underlining the points you wish to emphasize.

Wishing you all the best,

**Prof. (Dr.) Paramita Suklabaidya  
and Prof. (Dr.) Jatashankar R Tewari  
Programme Coordinator, BAFSM**

### Last Date of Submission of Assignments

| Session                                       | Last date of submission       | Place of submission                            |
|-----------------------------------------------|-------------------------------|------------------------------------------------|
| <b>For June Term End Examination 2025</b>     | 30 <sup>th</sup> April 2026   | Coordinator of the <b>Student Study center</b> |
| <b>For December Term End Examination 2025</b> | 30 <sup>th</sup> October 2026 | Coordinator of the <b>Student Study center</b> |

# **Semester -IV**

**CIT-002: INTRODUCTION TO INFORMATION TECHNOLOGY**  
**(TUTOR MARKED ASSIGNMENT)**

**Course Code: CIT-002**  
**Max. Mark: 25**

**Programme: BAFSM**  
**Assignment Code: CIT-002/TMA/2026**

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There are four questions in this assignment. Answer all the questions. The examples, whenever asked to be given, should be different from those that are discussed in the corresponding course material.

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**Question 1: (Covers Block 1)**

**(6 marks)**

- (a) Differentiate between (i) Data and Information, and (ii) Knowledge and Wisdom. Give one example each of data, information, knowledge and wisdom. List different sources of information.
- (b) What are Information and Communication Technologies (ICT)? Explain the benefits of ICT. Explain the reasons for the existence of the digital divide.
- (c) What is a digital identity? How is digital identity used in cyberspace? Explain with the help of an example.

**Question 2: (Covers Block 2)**

**(2+1+2+2= 7 marks)**

- (a) What are the advantages and limitations of e-Commerce? Explain. What are the security issues relating to e-commerce systems?
- (b) What are the objectives of e-Governance?
- (c) Explain the use of the following in eLearning:
  - (i) Chat (ii) e-mail (iii) Mailing lists (iv) Videoconferencing
- (d) Explain the use of ICT in online medical advice and evidence-based medicine.

**Question 3: (Covers Block 3)**

**(6 marks)**

- (a) List and explain any 6 requirements for the development of an Information System for a departmental store.
- (b) Explain the following components of an MIS.
  - i) Inventory and Materials Management
  - ii) Quality control
- (c) List the features of the COURTIS and ERNET projects in India.

**Question 4: (Covers Block 4)**

**(6 marks)**

- (a) List the features of the programming languages used for embedded systems. Differentiate between VHDL and VERILOG.
- (b) Explain the following in the context of HCI:
- (i) Digital Camera and Plotters
  - (ii) Menus, Push buttons, Radio Buttons and Checkboxes
- (c) Explain the following in the context of Computer Vision:
- i. Pixel
  - ii. Occlusion
  - iii. Face Detection
  - iv. Image Restoration
  - v. Optical character recognition
  - vi. Unmanned Aerial Vehicle (UAV)