

Unit-1 Introduction to IT-ITes Industry

Ques1: What do you mean by IT and ITes?

Ans 1: Information Technology: IT means creating, managing, storing and exchanging of information using technology.

Information Technology enabled services (ITes): Information technology that enables the business by improving the quality of services is referred to as information technology enabled services.

Ques2: What do you mean by BPO services? Enlist any two BPO services.

Ans 2: Business process outsourcing (BPO) means performing business operations through an outside service provider.

Some of the BPO services are as follows:

- (i) Financial and accounting services.
- (ii) Taxation and insurance services.

Ques3: Explain in brief about BPM industries in India.

Ans3: The IT BPM (Business Process Management) industry has been fueling India's growth. In addition to contributing towards the country's Gross Domestic Product (GDP) and exports, the growth of the IT BPM industry has provided India with a wide range of economic and social benefit.

Ques4: State the structure of IT-BPM Industry.

Ans 4: The structure of IT-BPM Industry is as follows:

- a.) Multinational Companies (MNCs): MNCs have their own headquarters outside India but operate in multiple locations worldwide.
- b.) Indian Service Providers (ISPs): ISPs started with their operations in India. Most of these organizations have their headquarters in India while having their offices in many international locations.
- c.) Global In-house centers (GICs): GIC organizations cater to the needs of their parent company only and do not serve external clients.

Ques 5: Give examples of use of IT in everyday life.

Ans 5: Use of IT in everyday life includes listening to music, watching movies, playing games, doing office work, chatting and sending messages, managing daily planner, reading books, playing utility bills, etc.

Ques 6: How IT is useful in education?

Ans 6: It is useful in field of education. Some of the uses have been enlisted below:

- (i) E-learning
- (ii) Many books can be accessed online
- (iii) Teaching aids and media
- (iv) LMS (Learning Management System)

Ques 7: How IT is used in libraries?

Ans 7: Nowadays many libraries are computerized. Computer software is used to issue and return the book. This makes it easier for the library to keep track of books.

Ques 8: For what purpose is IT used in business?

Ans 8: Computers are used in business for payroll calculations, budgeting, tax analysis, financial forecasting, etc. It facilitates marketing, customer visit, product browsing, shopping, etc.

Ques 9: What are the applications of IT in government and public services?

Ans9: Digital India and e-governance initiative of government of India are best examples to explain usage of IT. The Income tax department, preparations of voter list, preparation of PAN card makes use of computer system.