

IT – ITeS Industry

1. What is IT?

IT stands for Information Technology.

It means the use of computers, software, and communication devices to store, process, transmit, and retrieve information.

2. What is ITeS?

ITeS stands for Information Technology Enabled Services.

ITeS uses computers and the internet to provide different types of services to people and businesses.

3. What is BPO?

BPO stands for Business Process Outsourcing.

BPO is when a company gives some of its work to another company that specializes in doing that work efficiently and at a lower cost.

4. What is BPM?

BPM stands for Business Process Management.

BPM helps organizations manage and improve how work is done — by analyzing, designing, monitoring, and optimizing business activities.

5. List some BPO services.

- i. **Customer Support Services** – Handling customer queries and complaints through calls, chats, or emails.
- ii. **Technical Support Services** – Providing help for software, hardware, or product-related issues.
- iii. **Data Entry Services** – Entering and managing business data in computers or databases.
- iv. **Accounting and Finance Services** – Managing bills, invoices, and financial statements.
- v. **Back-office Operations** – Administrative tasks like order processing, record keeping, etc.

6. List some BPM services.

- i. **Process Design and Modeling** – Analyzing and creating efficient workflows for business operations.
- ii. **Process Automation** – Using software tools to automate repetitive tasks.
- iii. **Process Monitoring** – Tracking and measuring how well a process is performing.
- iv. **Data Management Services** – Collecting, organizing, and analyzing business data for better decision-making.
- v. **Customer Relationship Management (CRM)** – Managing customer interactions and improving satisfaction.

7. What is call centre?

A call centre is a place where people talk to customers over the phone to give information, provide support, or solve problems.

8. List some applications of IT.

i. Education:

- Online learning and virtual classrooms
- Digital libraries and e-books
- Smart boards and computer-based training

ii. Business

- Online marketing and e-commerce
- Accounting and inventory management
- Video conferencing and communication tools

iii. Banking

- Online banking and ATMs
- Mobile banking apps

iv. Healthcare

- Maintaining electronic health records (EHR)
- Medical research and data analysis

v. Government

- E-Governance services (like Aadhaar, online tax filing, etc.)
- Digital record keeping
- Online citizen services (passports, licenses, etc.)

vi. Entertainment

- Online gaming, movies, and music streaming
- Digital editing and animation
- Social media platforms

vii. Communication

- Emails, video calls, and instant messaging
- Social networking sites

9. What is digital locker?

A Digital Locker (also called DigiLocker) is an online service provided by the Government of India that allows people to store and access their important documents safely in digital form.

1. What is the full form of ITeS ?

(a) Information Technology enabled Services

(b) Information Technology end Services

(c) Information Technology enabled Server

(d) Information Technology educational Services

2. _____ refers to the facts or raw material, which are processed to get the information.

(a) Information

(b) Data

(c) Input

(d) Processed Data

3. It is the business practice of hiring a third party to provide some required goods or services, while focusing on core work inhouse.

(a) IT

(b) Outprocessing

(c) Outsourcing

(d) Contracting

4. Which of the following are categories of ITeS ?

(a) BPO

(b) BPM

(c) MNC

(d) ISP

5. _____ services mean performing business operations through an outside service provider.

(a) BPM

(b) MNC

(c) ISP

(d) BPO

6. Which of the following is/are some most outsourced services in BPO industry ?

(a) Web Promotion Services

(b) Health Care Services

(c) Basic Human Resource Services

(d) All of these

7. RPO stands for _____.

- (a) Recruitment Process Out
- (b) Recruitment Process Outsourcing**
- (c) Recurring Process Outsourcing
- (d) Rotational Process Office

8. KPO stands for _____.

- (a) Knowing Processing Outage
- (b) Knower Process Outsourcing
- (c) Knowledge Process Outsourcing**
- (d) Knowledge Processing Office

9. The full form of BPM is _____.

- (a) Business Process Manager
- (b) Business Process Management**
- (c) Business Protocol Management
- (d) None of these

10. Which of the following are IT-BPM organisations ?

- (a) MNCs
- (b) ISP
- (c) GIC
- (d) All of these**

11. Companies having head quarters in one country and offices in multiple locations across the globe are _____.

- (a) MNCs**
- (b) ISP
- (c) GIC
- (d) All of these

12. Companies which are subsidiaries of own company to provide exclusive special services to own company, are _____.

- (a) MNCs
- (b) ISP
- (c) GIC**
- (d) All of these

13. The outsourced services mainly focusing on knowledge based activities such as data analytics, marketing research etc. are known as _____.

- (a) BPO
- (b) RPO
- (c) KPO**
- (d) CRM

14. Which of the following are benefits of IT in business ?

- (a) IT helps in reaching more potential customers
- (b) IT provides better service to customers
- (c) Both of the above**
- (d) None of these

15. Which of these are IT applications in business ?

- (a) Payroll calculations
- (b) Sales analysis
- (c) Prediction modelling
- (d) Complex mathematical calculations

16. Which of the following are IT applications in Scientific Research and Engineering ?

- (a) Payroll calculations**
- (b) Sales Analysis**
- (c) Prediction modelling
- (d) Complex mathematical calculations

17. Which of the following are some IT applications in law enforcement ?

- (a) Pattern matching**
- (b) Tax processing
- (c) Digital locker
- (d) Data analysis and Interpretation**

18. Which of the following are some IT applications in government and public services ?

- (a) Pattern matching
- (b) Tax processing**
- (c) Digital locker**
- (d) Data analysis and Interpretation

19. Which of the following is not an IT application in Scientific Research and Engineering ?

- (a) CAD
- (b) CAM
- (c) CAE
- (d) CRM**

20. What is the full form of LMS in context to IT ?

- (a) Learning Management Software
- (b) Learner Manufacturing Software
- (c) Learning Model System
- (d) Learning Management System**

21. ITeS is also called _____ that cover the entire operations which exploit Information Technology for improving the efficiency of an organisation.

- (a) web-enabled services**
- (b) webpage
- (c) computer services
- (d) business