

CLASS NOTES

Class: IX

Topic: Introduction to IT-ITES Industry

Subject: IT

Q1- What do you understand by the term IT and ITeS?

Ans-Information Technology (IT) means creating, managing, storing and exchanging information using all types of technology to deal with information.

ITeS: Information Technology that enables the business by improving the quality of service is Information Technology enabled Services (ITeS).

Q2- What are the pros and cons of using ICT?

Ans- Pros of Using ICT are:

1. Easy and quick communication
2. Anywhere anytime easy access to information
3. Improved housing and lifestyle
4. Increased the productivity and efficiency of every industry in the world.
5. Convenience in travelling and education
6. Encourages innovation and creativity
7. Creation of new jobs -ICT has created new and interesting jobs.

Cons of using technology are:

1. Privacy: Your information on phone or emails can be hacked,
2. Cybercrime: Crimes like cyber bullying, phishing, identity theft, cyberstalking etc.
3. Reliability of Information – Any information on internet is not reliable.
4. Computer viruses, worms, Trojans, malware, spam can cause chaos and disrupt our daily lives

Q3- What precautions are required to ensure that ICT use is safe?

Ans-Precautions required to use safe ICT are:

1. Install protective software.
2. Choose strong passwords.
3. Back up on a regular basis.
4. Control access to your machine.
5. Use email and the internet safely.
6. Protect sensitive data.
7. Make Online Purchases from Secure Sites.
8. Be Careful What You Post.
9. Be Careful Who You Meet Online.
10. Be Careful What You Download.

Q4- What are the four main sub-sectors in the IT-BPM industry?

Ans-Four main sub sectors are:

1. IT Services
2. Business Process Management
3. Software Products
4. Engineering Research and Development

Q5-Give examples of use of IT in everyday life.

Ans- The use of IT in our daily life includes listening to music, watching movies, playing games, doing office work, chatting and sending messages, managing daily planner, reading books, paying utility bills, booking ticket to travel, bank operations, etc.

Q6- How is IT used in libraries?

Ans- Nowadays many libraries are computerised. Each book has a barcode associated with it. This makes it easier for the library to keep a track of books and the availability of a specific book. Computer software is used to issue and return the book. Each book in the library has a magnetic strip attached to it that is deactivated before the book can be borrowed.

Q7- What are the various processes of education where IT is used?

Ans- IT is very helpful in education. Online lectures, study material and tests help students learn a lot while sitting at home.

Q8- Which software is used in digital communication?

Ans- Network and Internet are used for digital communication.

Q9- For what purpose is IT used in business?

Ans-a) Computers are used in business organisations for payroll calculation, budgeting, sales analysis, financial forecasting, managing and maintaining stocks.

b) A lot of business transactions happen through Internet called e-commerce.

c) IT helps in marketing, customer visit, product browsing, tax and shopping, receipt and process order, Online banking, ticket booking etc.

Q10- Which are the prominent areas where IT is used in science and engineering?

Ans- IT is used in research and development.

Q11- List the various uses of IT in a banking system.

Ans- Every activity of a bank is now online, like:

- The customer's data and transactions are recorded by computers.
- Recurring deposits, Fixed deposits, money transfer from one account to another (NEFT, RTGS), online transactions are done using Internet.
- Capital market transactions, financial analysis and related services are available in online platforms.
- ATM is used for cash deposits and withdrawal.

Q12- Which are the different areas of healthcare where IT is used?

Ans-IT is widely used in health care. Today, computers are used everywhere from patient bedsides, medical carts, nurse stations, laboratories, and operating rooms.

Q13- What is the purpose of IT?

Ans- The purpose of an information system is to turn raw data into useful information that can provide the correct knowledge for decision making within an organisation.

Q14- Difference between IT and ITeS.

Ans-

- IT stands for Information Technology.
- ITES is for information technology enabled services.
- IT is the study of the design, management, development, implementation, and support of computer-based information systems, typically about computer hardware and application software.
- ITES is part of IT. ITES Self means IT with enabled services. ITES is the study of outsourced service which has arisen due to involvement in various fields of IT such as banking and finance, BPO, call centres, etc.

Q15- What is BPO?

Ans- BPO is business process outsourcing, which technically means giving your backend processes to another company (vendor) to perform on their behalf.

Q16- What is the purpose of BPO?

Ans- The primary goal is to cut costs, free up time, and focus on core aspects of the business.

Q17- How BPO speeds up the business process? Explain.

Ans- One of the biggest advantages of BPOs is that they increase the speed of the business processes outsourced to them. They have a very good response time and the clients can focus on the core activities. This fragmentation of activities speeds up the whole process and is very important in cases like customer service.

Q18- How BPM is helpful to an organisation?

Ans- In the short term, BPM helps organizations decrease costs and increase efficiency. This can mean more revenue and growth for companies, as well as increased speed, organization, and efficiency for government agencies. In the long run, BPM helps create competitive advantage by improving organizational agility.

Q19- What is the use of IT in communication?

Ans- Information and Communication Technologies (ICTs) is a broader term for Information Technology (IT), which refers to all communication technologies, including the internet, wireless networks, cell phones, computers, software, middleware, video-conferencing, social networking, and other media applications and services.

Q20- What is the purpose of ITes?

Ans- Increases company's flexibility.
Regulates the functioning of the industries smoothly.
Content management.

Note: The students are advised to write this content in their notebook.

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"Prepared absolutely at home"