

INTRODUCTION TO IT AND ITES INDUSTRIES

QUESTIONS AND ANSWERS

A. Give an Example of the Use of IT in the Following Areas

1. **Classroom content transaction:** Using **smart-board presentations, experimental videos, educational games, and e-learning platforms** to teach subjects.
 2. **Assessment of students:** Utilizing **online assessment systems** to evaluate students without personal bias.
 3. **Library management:** Implementing **computerized barcode systems and magnetic security strips** on books for tracking, issuing, and returning.
 4. **Student record management:** Employing **Learning Management Systems (LMS)** to register students, maintain academic records, and allow parents to monitor child progress.
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B. Short Answer Questions

1. **What do you understand by the term IT and ITeS?**
 - **Answer:** **Information Technology (IT)** involves creating, managing, storing, and exchanging information using computer hardware and software. **IT enabled Services (ITeS)** are web-enabled or remote services that improve business service quality by outsourcing IT-supported operational processes like call centers, medical transcription, and payrolls.
2. **What are the pros and cons of using ICT?**
 - **Answer:** **Pros** include reduced operational costs, higher service standards, streamlined business operations, anywhere-anytime education, and rapid data processing. *(Note: The chapter details extensive advantages of ICT, but does not explicitly outline a list of cons or drawbacks).*
3. **What precautions are required to ensure that ICT use is safe?**
 - **Answer:** The source mentions security mechanisms like using **Personal Identification Numbers (PINs) and encrypted metallic strips** on smart cards during financial transactions. *(Note: A complete guideline on general ICT safety precautions is not covered in the text).*
4. **What are the four main sub-sectors in the IT-BPM industry?**
 - **Answer:** The IT-BPM industry structures its organizations based on **sector served, type and range of offerings, geographic spread, and revenue/scale of operations**. Organizational structures within this industry include **Multinational Companies (MNCs), Indian Service Providers (ISPs), and Global In-house Centers (GIC)**.
5. **Give examples of use of IT in everyday life.**
 - **Answer:** Everyday uses include operating **smart household appliances (washing machines, microwave ovens) with embedded software**, maintaining personal appointment schedules and contact lists, listening to music, watching movies, paying utility bills online, and performing e-commerce shopping.
6. **How is IT used in libraries?**
 - **Answer:** Libraries use **computerized management software** to issue and return books. Each book carries a **unique barcode** for cataloging and tracking availability, alongside a **magnetic strip** that is deactivated upon borrowing to prevent unauthorized removal.
7. **What are the various processes of education where IT is used?**
 - **Answer:** IT is used in **classroom instruction** (smart boards, audio-visual aids), **online resource distribution** (ePathshala NCERT digital books), **unbiased online assessment, Web-Based Training (WBT)**, and administrative management via **Learning Management Systems (LMS)**.

8. Which software are used in digital communication?
- **Answer:** Digital communication relies on software applications for **email, online chatting, File Transfer Protocol (FTP), Telnet, and video conferencing.**
9. For what purpose is IT used in business?
- **Answer:** IT is used in business for **payroll calculation, financial forecasting, budgeting, sales analysis, stock/inventory maintenance, e-commerce transactions, customer relationship management, and operational cost reduction.**
10. Which are the prominent areas where IT is used in science and engineering?
- **Answer:** Prominent areas include performing **complex scientific calculations, Computer Aided Design (CAD) and Computer Aided Manufacturing (CAM)** for 3D modeling and testing, and executing complex aerospace operations like **rocket launching and space exploration.**
11. List the various uses of IT in a banking system.
- **Answer:** IT enables **online customer record keeping, electronic fixed/recurring deposits (e-FD, e-RD), NEFT/RTGS fund transfers, online banking, financial market analysis, and Automated Teller Machines (ATMs)** for cash deposits, withdrawals, and balance inquiries.
12. Which are the different areas of healthcare where IT is used? And how?
- **Answer:** Healthcare uses IT in **Hospital Management Systems** for record-keeping and in diagnostic machinery: **CAT scans** (3D body imaging), **MRI** (organ impressions via magnetic fields), **ECG** (heartbeat graphs), **Cardiac Screening** (heart physiology/vein diagnosis), **EEG** (brain activity monitoring), and **digital blood sugar/pressure monitors.**
13. List any 5 websites of the Indian government which provide IT enabled services to the people.
- **Answer:** The source explicitly names **ePathshala (www.epathshala.nic.in)** for digital textbooks and references government portals for **Income Tax, Sales Tax, Voter List/PAN card generation, and the State Election Commission portal** for electoral enrollment. *(Note: The text refers to these government service portals but does not list five full website URL addresses).*