

INTRODUCTION TO IT AND ITES INDUSTRY

Answer the following.

1. What do you understand by the term IT and ITes?

Ans- IT means creating, managing, storing and exchanging information using all types of technology to deal with Information. ITes are the Information Technology enabled services that enables the business to improvise using quality of service.

2. What is the career provided by ITes?

Ans- The career provided by the ITes are - Project management, Application development, etc.

3. What is BPO and how is it helpful in today's world?

Ans- Business Process Outsourcing (BPO) is a practice of outsourcing a part of business to another organisation that is an expert in handling such processes. BPO is helpful in today's world since, the industry is highly organised. and hence various kinds of jobs are outsourced here.

4. What are the BPO services?

Ans. The BPO services include.

- * Transaction and Payment processing services
- * Document Management Services.
- * Order management services.
- * Accounts management services.
- * Technical Support services.
- * Tele-marketing services.
- * Customer Support Services.
- * Healthcare Services.
- * Legal process Outsourcing services.
- * E-publishing and Web promotion services.

5. What are the advantages of growth of IT BPO industries in India?

Ans. * Finest and high-quality services are delivered through the state of the-art hardware and software. It requires a huge amount of investment to ensure superior grade service delivery.

* It guarantees flawless and excellent service by following repeated quality checks.

* Govt. of India is also boosting the BPM industry by providing the required infrastructure and support.

6. What is the reason for BPO doing exceptionally well in India?

Ans- BPO industry is highly organised in India hence various kind of jobs are outsourced here.

7. What are the parameters of IT-BPM industry characterised.

Ans- * The area to which the company is serving.

* The type of services the company are providing.

* The geographical reach of the company.

* Scope of operations and profit earned by the company.

8. What are MNC's? (MNC)

Ans - A multinational corporation is a corporate organisation that owns or controls the production of goods or services in at least one country other than its home country.

9. What are ISP's?

Ans - ISP's are the companies that have their controls ~~the production of goods or services in at least~~ in India while having workplaces outside.

10. What are GIC?

Ans - GIC organisations work for their parent organisation only and do not accept any external clients.