

Unit 1: Introduction to IT-ITeS Industry — Notes (Class 9 DDEO)

■ 1. Introduction to IT Industry

Information Technology (IT)

- **English:** IT refers to the use of computers, software, networks, and electronic systems to store, process, and transmit information.
- **Hindi:** IT का मतलब कंप्यूटर, सॉफ्टवेयर, नेटवर्क और इलेक्ट्रॉनिक सिस्टम का उपयोग करके जानकारी को संग्रहित, संसाधित और भेजना है।

■ 2. Introduction to ITeS Industry

Information Technology Enabled Services (ITeS)

- **English:** Services delivered using IT tools and digital platforms.
- **Hindi:** वे सेवाएँ जो IT उपकरणों और डिजिटल प्लेटफॉर्म की मदद से प्रदान की जाती हैं।

■ 3. Difference Between IT and ITeS

IT

Technology, hardware, software Services delivered using IT

Example: Computers, OS

ITeS

Example: BPO, Call Center

■ 4. Components of IT Industry

A. Hardware

- Monitor
- Keyboard
- Mouse
- Printer
- Scanner

B. Software

- Operating System (Windows, Linux)
- Application Software (MS Word, Excel, PowerPoint)
- Browsers (Chrome, Edge)

C. People (Human Resources)

- IT professionals
- Data entry operators
- System administrators

D. Processes

- Data management
- Communication
- Automation

5. IT-ITeS Services

Major Services

- **BPO (Business Process Outsourcing)**
- **KPO (Knowledge Process Outsourcing)**
- **Call Centers**
- **Data Entry Services**
- **Technical Support**
- **Customer Care**
- **E-commerce Support**

Hindi Explanation:

- BPO – व्यापारिक कार्यों का आउटसोर्सिंग
- KPO – ज्ञान आधारित कार्यों का आउटसोर्सिंग
- कॉल सेंटर - ग्राहक कॉल संभालना
- डेटा एंट्री - सिस्टम में डेटा दर्ज करना

6. Importance of IT-ITeS Industry

English:

- Fast communication
- Increased business efficiency
- More job opportunities
- Automation of tasks
- Global connectivity

Hindi:

- तेज़ संचार
- व्यापार में दक्षता
- रोजगार के अवसर
- कार्यों का स्वचालन
- वैश्विक संपर्क

7. Job Roles in IT-ITeS Industry

- Data Entry Operator
- Customer Care Executive
- Computer Operator
- Technical Support Executive
- Tele-caller
- Office Assistant

8. Skills Required in IT-ITeS

Technical Skills

- Typing speed
- Basic computer knowledge
- MS Office
- Internet browsing
- Email handling

Soft Skills

- Communication
- Teamwork
- Time management
- Problem solving

9. Role of NASSCOM

English:

NASSCOM sets standards for IT education, promotes skill development, and supports IT-ITeS growth in India.

Hindi:

NASSCOM IT शिक्षा को बढ़ावा देता है, उद्योग मानक तय करता है और भारत में IT-ITeS उद्योग की वृद्धि में सहायता करता है।

10. Importance of IT in Business

- Improves productivity
- Reduces errors
- Automates processes
- Enhances customer service

11. Examples of IT-ITeS Companies

- TCS
- Infosys
- Wipro
- HCL
- Tech Mahindra

12. Glossary

Term	English Meaning	Hindi Meaning
IT	Use of technology	सूचना प्रौद्योगिकी
ITeS	Services using IT	IT सक्षम सेवाएँ
BPO	Outsourcing business tasks	व्यापारिक कार्यों का आउटसोर्सिंग
KPO	Outsourcing knowledge tasks	ज्ञान आधारित कार्यों का आउटसोर्सिंग
Data Entry	Inputting data	डेटा दर्ज करना

13. Short Questions

Q1. What is IT?

IT refers to the use of computers and digital systems to manage information.

Q2. What is ITeS?

Services delivered using IT tools and platforms.

Q3. Name any two IT-ITeS companies.

TCS, Infosys.

Q4. What is BPO?

Outsourcing business processes.

14. Long Questions

Q1. Explain the importance of IT-ITeS industry.

IT-ITeS industry improves communication, increases business efficiency, creates job opportunities, automates tasks, and connects businesses globally.

Q2. Describe the components of IT industry.

Hardware, software, people, and processes together form the IT industry.

15. MCQs

1. **IT stands for:**

- a) Information Technology
- b) Indian Technology
- c) Internet Technology

Answer: a) Information Technology

2. **ITeS stands for:**

- a) IT Enabled Services
- b) IT Electronic System
- c) Internet Technical Services

Answer: a) IT Enabled Services

3. **BPO is related to:**

- a) Hardware
- b) Outsourcing
- c) Operating System

Answer: b) Outsourcing

4. **Which is an example of software?**

- a) Keyboard
- b) Mouse
- c) MS Word

Answer: c) MS Word