

Unit 1 – Complete Question Answer

Short Answer Questions

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

Information Technology (IT) refers to the use of computers, software, and networks to store, process, and transmit information. Information Technology-enabled Services (ITeS) are services delivered using IT, such as customer support, data processing, and medical transcription.

Textbook line: “ITeS offers different services integrated in a single delivery mechanism...”

2. What are the pros and cons of using ICT?

ICT improves communication, speeds up work, enhances learning, and increases efficiency. It enables automation and easy access to information. However, ICT also has drawbacks such as cyber threats, data privacy issues, dependency on technology, high initial costs, and the need for regular updates and training.

3. What precautions are required to ensure that ICT use is safe?

Users should install antivirus software, use strong passwords, avoid suspicious websites, keep systems updated, and follow cybersecurity guidelines. Data should be backed up regularly, and sensitive information must be shared carefully. Safe internet practices help prevent misuse, hacking, and unauthorized access.

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

The four main sub-sectors are:

- 1. IT Services**
- 2. Business Process Management (BPM)**
- 3. Knowledge Process Outsourcing (KPO)**
- 4. Engineering and Research & Development (ER&D) Services**

Textbook line: “The IT-BPM industry is divided into several key segments...”

5. Give examples of use of IT in everyday life.

IT is used for online shopping, digital payments, booking tickets, using smart home appliances, watching movies, playing games, and managing daily schedules. It also supports communication through email, messaging apps, and video calls.

6. How is IT used in libraries?

Libraries use computers for cataloging books, issuing and returning books, and tracking availability. Barcodes or magnetic strips help identify books. Library software manages user records, fines, and book reservations.

Textbook line: “Each book has a barcode associated with it... Computer software is used to issue and return the book.”

7. What are the various processes of education where IT is used?

IT is used in e-learning, smart classrooms, online assessments, digital content creation, educational games, and accessing online resources. Learning Management Systems (LMS) help students learn anytime and anywhere, submit assignments, and track progress.

8. Which software are used in digital communication?

Email clients, chat applications, video conferencing tools, FTP software, and social media platforms are used in digital communication. Examples include Gmail, WhatsApp, Zoom, Skype, and Microsoft Teams.

Textbook line: “We use computers for email, chatting, FTP, telnet and video conferencing.”

9. For what purpose is IT used in business?

IT is used for payroll processing, budgeting, inventory management, sales analysis, financial forecasting, and e-commerce operations. Businesses use IT for marketing, customer service, online transactions, and maintaining records.

Textbook line: “Computers are used in business organisations for payroll calculation, budgeting, sales analysis...”

10. Which are the prominent areas where IT is used in science and engineering?

IT is used in Computer Aided Design (CAD), Computer Aided Manufacturing (CAM), scientific simulations, complex calculations, space exploration, and visualizing 3D models.

Textbook line: “Scientists and engineers use computers for performing complex scientific calculations...”

11. List the various uses of IT in a banking system.

IT is used for online transactions, NEFT/RTGS transfers, ATM operations, maintaining customer records, e-RD, e-FD, mobile banking, and financial analysis.

Textbook line: “Every activity of a bank is now online... money transfer... online transactions...”

12. Which are the different areas of healthcare where IT is used? And how?

IT is used in diagnosis (MRI, CT Scan, ECG, EEG), patient record management, hospital administration, surgical monitoring, and manufacturing medical equipment. Expert systems help detect diseases early.

Textbook line: “Various high-tech machines are used in the diagnosis and treatment of critical diseases.”

13. List any 5 websites of the Indian government which provide IT-enabled services to the people.

1. www.india.gov.in – National Portal of India
2. www.incometaxindia.gov.in (incometaxindia.gov.in in Bing) – Income Tax services
3. www.uidai.gov.in – Aadhaar services
4. www.irctc.co.in – Railway ticket booking
5. www.epathshala.nic.in – Digital education resources