

Unit-1 : Introduction of IT-ITes Industry

1. Write a short note on IT.
2. Write a short note on ITes.
3. List any 5 BPO Services.
4. Write a short note on BPM Industry in India.
5. Write a short note on Structure of the IT-BPM Industry.
6. List the various uses of IT in following areas:
 - a) At Home
 - b) In Everyday Life
 - c) In Library
 - d) At Workplace
 - e) In Classroom Education
 - f) In Entertainment
 - g) In Banking
 - h) In Healthcare
 - i) In Business
 - j) In Science and Engineering
 - k) In Insurance
 - l) In Marketing
 - m) In Health Care Diagnosis
 - n) In Government and Public Services