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INFORMATION TECHNOLOGY FOR CLASS 9

(Study material Based on N.C.E.R.T HANDBOOK)

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DATE-19/04/2021

Structure of the IT-BPM industry

The organisations within the IT-BPM industry are categorised along the following parameters:

- Sector the organisation is serving
- Type as well as range of offering the organisation provides
- Geographic spread of operations
- Revenues and size of operations

(a) Multinational Companies (MNCs): MNCs have their headquarters outside India but operate in multiple locations worldwide including those in India. They cater to external clients (both domestic and/or global).

(b) Indian Service Providers (ISPs): ISPs started with their operations in India. Most of these organisations have their headquarters in India while having offices in many international locations. While most have a client base, which is global as well as domestic, there are some that have focussed on serving only the Indian clients.

(c) Global In-house Centers (GIC): GIC organisations cater to the needs of their parent company only and do not serve external clients.

IT applications

In technologically developed nations, Information Technology has become a part of everyday life. For a user, computer is a tool that provides the desired information, whenever needed. The use of computer and Information Technology can be observed at home, workplace, in the modern service industry and in all aspects of our life. It includes listening to music, watching movies, playing games, doing office work, chatting and sending messages, managing daily planner, reading books, paying utility bills, booking ticket to travel, bank operations, etc. Computers and ICT is used in industries, in offices, and in house also. The various application areas are business, banking, insurance, education, marketing, health care, engineering design, military, communication, animation, research, agriculture and government.