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INFORMATION TECHNOLOGY FOR CLASS 9

STUDY MATERIAL

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INTRODUCTION TO IT-ITES INDUSTRY

Information and communication technology (ICT) has become one of the basic requirements of the modern society. In now a day digital time, we use mobile devices to perform the tasks of our daily life. It is difficult to think of any event without the use of digital devices. Information Technology (IT) is one of the world's fastest growing economic activities.

- ❖ **Information Technology**: - Information Technology (IT) means creating, managing, storing and exchanging information. IT includes all types of technology used to deal with information, such as computer hardware and software technology used for creating, storing, and transferring information. Computer takes data as input, processes it and produces the result as output. The information is the result of data processing. Data refers to the facts or raw material, which are processed to get the information.
- ❖ **Information Technology enabled services (ITeS)**:- Information Technology that enables business by improving the quality of service is information Technology enabled services (ITeS). ITeS is also called web-enabled services. These services provide a wide range of career options that include opportunities in all offices like call centre's, payrolls, logistics management, revenue claims processing, medical billing, coding, medical transcription, legal databases, back office operations, content development, GIS (geographical information system), web services and Human Resource (HR) services, etc.
- ❖ **BPO services**:- Business process outsourcing (BPO) services means performing business operations through an outside service provider. BPO also comes under IT services as IT plays a very useful role in optimizing the business performance. Some of the BPO services are as follows:
 - a) **Financial and Accounting services.**
 - b) **Taxation and Insurance services.**
 - c) **E-publishing and web promotion.**
 - d) **Legal services and content writing.**
 - e) **Multimedia and design services.**
 - f) **Document management services**
 - g) **Software Testing services**
 - h) **Health care services**

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