Worksheet

1

Name: ....

Roll No: .... Class: .... Section: ....

Date: ....

INTRODUCTION TO IT–ITeS INDUSTRY

Unit-1

1. Tick (✓) the correct option.

(a) Which one of these is the core work in IT industry?

(i) Software development ☐   (ii) Research ☐

(iii) BPO ☐   (iv) Customer Support ☐

(b) The BPO buzz started in India in the ....

(i) Mid-nineties ☐   (ii) Eighties ☐

(iii) Seventies ☐   (iv) Fifties ☐

(c) Which of the following is/are BPO services?

(i) Back Office Operation ☐   (ii) Human Resource Services ☐

(iii) Payroll Management ☐   (iv) All of these ☐

(d) Which of the following is used to instantly transfer money across the globe?

(i) ATM ☐   (ii) Net Banking ☐

(iii) Offline Banking ☐   (iv) None of these ☐

(e) What does A stands for in CAM?

(i) Aided ☐   (ii) Added ☐

(iii) Add ☐   (iv) All ☐

2. Fill in the blanks.

(a) .... is used to provide health care to people living in far off distance.

(b) Computer science has led to the development of .... in the form of Robotics.

(c) CBT is also known as ....

(d) Social media is also known as ....

(e) FTP stands for ....

(f) .... helps to establish real time communication by exchanging the typed messages instantly on the computer, mobile, etc.

(g) .... enables to send the soft copy of letters, images and videos instantly to any user through the Internet.

(h) .... are the companies that are registered and has facilities, assets and operations in more than one country at a time.

Class -9 Part B

Grade: ★ ★ ★ ★ ★

Teacher's Signature: ....