



## Worksheet



Name:		
Roll No:	Class:	Section:
Date:		

INT	rroi	DUC	TION TO IT-ITES INC	JUSTRY			Unit-1	
1.	Ticl	Γick (√) the correct option.						
	(a)	Wh						
		(i)	Software development		(ii)	Research		
		(iii)	BPO		(iv)	Customer Support		
	(b)	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)	Wh	ich of the following is used	to instantly tr	ansfer mo	ney 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)	<ul><li>(a) is used to provide health care to people living in far off distance.</li><li>(b) Computer science has led to the development of in the form of Robo</li></ul>						
	(b)							
	(c)	(c) CBT is also known as						
	(d)							
	(e)	FTP	stands for					
	(f)	helps to establish real time communication by exchanging the type messages instantly on the computer, mobile, etc.						
	(g)	enables to send the soft copy of letters, images and videos instantly to a user through the Internet.						
	(h)		nore than one country at a	•	re registere	ed and has facilities, assets and	d operations	