

CLASS - 9TH

SUB - IT

Unit - 1

Introduction to IT-ITeS Industry

Opportunities in I.T

Software Development

I.T Application

T.T enabled Services
ITES

Structure of the IT-BPM Industry

IT Services: Provides software development, system integration, and IT consulting.

BPM Services: Focuses on optimizing business processes like finance and HR.

Software Products: Develops and sells software applications.

Engineering Services: Offers product design, R&D, and technical support.

Explain outsourcing and list two type of BPO service

Outsourcing is when a company hires another company to perform tasks or services. This helps reduce costs and improve efficiency.

Two types of BPO services are:

- ◇ Customer Support Services, which handle customer inquiries,
- ◇ Data Entry Services, which manage data input.

IT applications in criminal identification and law enforcement include:

Tracking: Monitoring suspects using GPS and surveillance technology.

Digital Criminal Records: Maintaining electronic records of criminal history.

Analysis: Using data analytics to identify crime patterns and suspects.

DNA Testing: Analyzing genetic material for identification.

Immigration Records: Managing and verifying immigration data for security.

Research

Data Analysis: Using software to analyze research data.

Simulation: Modeling scenarios and experiments digitally.

Online Collaboration: Sharing and collaborating on research globally.

Digital Libraries: Accessing vast databases of research papers and journals.

Automated Research Tools: Utilizing AI and automation for faster data collection and analysis.

BOP

BPO, or Business Process Outsourcing, is when a company hires another company to handle certain tasks, like customer service or accounting, to save time and money.

Type of BPO Service

Customer Support Services: Handling customer inquiries and complaints.

Technical Support Services: Providing help with technical issues and troubleshooting.

Data Entry Services: Managing and inputting data into systems.

Accounting Services: Managing financial records and processes.

Online Services: Offering services over the internet, such as chat support and virtual assistance.

BPM

BPM, or Business Process Management, is a way for companies to improve how they work by analyzing, designing, and managing their processes. It helps make tasks more efficient and ensures everything runs smoothly and effectively.