

## Introduction to IT-ITeS Industry

**1. What does BPO stand for?**

- a) Business Process Optimization
- b) Business Process Outsourcing
- c) Business Project Outsourcing
- d) Business Product Optimization

**2. Which of the following is a key service offered by BPO companies?**

- a) Software Development
- b) Data Entry
- c) IT Infrastructure Management
- d) Network Security

**3. What is BPM in the IT-BPM industry?**

- a) Business Product Management
- b) Business Process Management
- c) Business Project Management
- d) Business Program Management

**4. Why is India a global leader in the BPM industry?**

- a) High operational costs
- b) Lack of IT infrastructure
- c) Availability of a skilled workforce
- d) Language barriers

**5. Which of the following is a segment of the IT-BPM industry?**

- a) Hardware Management
- b) IT Services
- c) Product Marketing
- d) Sales and Marketing

**6. What is the primary benefit of using IT in home computing?**

- a) Internet Access
- b) Paperwork reduction
- c) Costly equipment
- d) Reduced entertainment options

**7. Which of the following devices is commonly used for home computing?**

- a) Supercomputer
- b) Smartphone
- c) Mainframe
- d) Server

**8. How does IT help in public services through e-Governance?**

- a) Increases paperwork
- b) Provides transparency and ease of access
- c) Slows down service delivery
- d) Reduces the need for online services

**9. What is a key application of IT in the government sector?**

- a) Online Shopping
- b) Social Media Management
- c) Digital Records Maintenance
- d) Online Banking

**10. Which of the following is a function of the IT-BPM industry?**

- a) Marketing Strategy
- b) IT Consulting
- c) Product Design
- d) Employee Training