Introduction to IT-ITeS Industry

1.1 BPO Services

- **BPO (Business Process Outsourcing) refers to contracting business operations to third-party service providers.**
- **Common services include customer support, data entry, and back-office tasks.**
- **Helps companies reduce costs and focus on core activities.**

1.2 BPM Industry in India

- **BPM (Business Process Management) industry deals with optimizing business processes.**
- **India is a global leader due to its skilled workforce and cost-effective services.**
- **Services include finance, human resources, and IT support.**

1.3 Structure of The IT-BPM Industry

- **Divided into IT services and Business Process Management (BPM).**
- **IT services focus on software development and hardware management.**
- **BPM handles outsourcing, with services like HR management and finance processing.**

1.4 Applications of IT in Home Computing

- **IT enhances home computing with tools like internet access, word processors, spreadsheets, and multimedia software.**
- **Used for education, entertainment, and communication.**
- **Devices like computers, smartphones, and smart home gadgets are common.**

1.5 IT in the Government and Public Service

- **IT improves public services through e-Governance, providing online portals, payment systems, and digital records.**
- **Used in areas like public healthcare, tax filing, licensing, and citizen services.**
- **Enhances transparency, efficiency, and access to government services.**