

4 Marks questions

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1) What is BPM? Explain the structure of IT-BPM industry.

→ BPM is Business Process Management is the practice of modelling, analysing and optimising end to end business processes to help meet your strategic business goals, such as the improvement of your customer experience framework.

using BPM, you can evaluate your existing processes to find ways to improve efficiency, reduce costs and errors and support digital transformation efforts. It is the continuous process that can lead to improved business outcomes over time.

Structure of IT-BPM Industry

1) MNC → Explain in detail as given in book.

2) ISP → —||—

3) GIC → —||—

2) What are IT, ITes, BPO, BPM?

→ Write down definitions of all with one example of each.

3) What are the student statistics?

→ Student statistics window is composed of the following controls.

* Student accounts: This area consists of 3 parts

1) Student toolbar :- Description

2) Student account :- —||—

3) Property panel :- —||—

* Statistic panel

1) Statistic toolbar — Describe —

2) Course diagram — —||—

3) Lesson —||—

4) Lesson statistic table —||—

4) What are the components of the lesson editor window.

→ Lesson Editor window is composed of the following controls:

1) course & lesson list - describe

• Navigation Tree :- ~~desc~~ includes the current keyboard layout, the current course, section and lesson.

2) Editing panel - describe as given in book

3) The Text analysis table. —||—

4) The Virtual Keyboard. —||—

5) Explain any 8 special keys on the keyboard.

→ special keys on keyboards are as follows:-

- 1) Shift :- i) Press shift in combination with a letter to type an uppercase letter.
- ii) Press shift in combination with other key to type the symbol shown on upper part of that key.

In this way write 8 Keys & their use.

6) What is mouse? write actions of the mouse.

→ Mouse is pointing device, ^{input} used to manipulate objects on a computer screen.

The standard mouse has two buttons towards the front right-click & left-click & a scroll wheel in the centre.

Older mouse use a small ball on the bottom to control the cursor, while newer use a laser.

Actions of computer mouse:-

- 1) Move the mouse pointer → describe
- 2) select → describe
- 3) open or execute a program → describe
- 4) combination activities → describe
- 5) Drag & Drop → describe

write any 4 actions & describe it.

7) What is BPO? Explain types of BPO?

→ BPO is Business process outsourcing.
BPO means a business implementation in which a particular process or processes are outsourced to an external service provider.

Companies choose to outsource when they decide that another, more specialised company can handle a business task better than they can in-house.

There are many types of BPO based on tasks, services and location.

Types of BPO are as follows

➤ Back office BPO:-

It refers to using a third-party company for core business functions.

^{This service}

~~It~~ does not involve customer interaction.

Example of Back-Office BPO services -

1) Administration 2) Payroll 3) IT (Information Technology)

➤ Legal process outsourcing (LPO)

Legal process outsourcing is a specialisation with KPO. It refers to the process of outsourcing legal activities to another organisation.

In this way write any 4 types of BPO pointwise.

8) What is the role of IT in education sector?

→ The role of technology in education is immense. The learning process for the students become easier as the technology progresses.

→ ~~Below are the reasons why IT is~~
essential in education.

→ IT in education

1) Access to material : →

- Technologies that are used in schools and colleges such as having Computer Lab, and using high-end devices and instruments make it easy for student to understand the concept.
- With the help of internet, students can use e-book, revision guides & lots of ^{study} material available on world wide web & improve their knowledge base.

2) Continuous learning : →

- With the help of IT ; it is possible for students to keep on learning, irrespective of where they are.
- They can ^{get} complete & submit their assignment online, without physically stepping into classroom.
- So learning never has to stop, they can learn even when they are at home.

3) Using audio and visual material as learning aids : -

- ~~With help of technology,~~ ^{By using} audio & visual material students can develop a better understanding of topic being taught.
- Slow learners, therefore can catch up it later

4) Distance learning :-

- online courses have enabled most of the employed and young population to go back to class & get second degrees or additional certification
- It is also possible to attend college overseas without even getting out of your home country & at your own convenience.

9) What is the role of IT in Banking?

→ In banks, computers are used for keeping account information of customer account.

- Banks use technology to carry out payment effectively & successfully.
- ~~computers~~ with the help of technology, banks are able to reach out to more customers and provide better services to them.

→ The banking system is slowly shifting from the traditional banking towards relationship banking with the help of IT.

You can also add benefits of E-banking & more other points

→ write e-banks services.