

Introduction to IT-ITeS Industry

Class IX , Ch-1(IT
#402)
Period 1

CHANGING YOUR TOMORROW

Introduction

- Information and Communication Technology (ICT) has become one of the basic requirements of the modern society.
- In today's digital era, we use mobile devices to perform the tasks of our daily life. It is difficult to think of any event without the use of digital devices.
- Information Technology (IT) is one of the world's fastest growing economic activities.
- **This session will introduce the basic concepts and ideas related to Information Technology (IT) and IT enabled Services (ITeS).**

Information Technology

- **Information Technology (IT) means creating, managing, storing and exchanging information.**
- IT includes all types of technology used to deal with information, such as computer hardware and software technology
- IT has several benefits for a business, such as it helps in reaching more potential customers, developing a business relationship with potential customers, streamlining operations, reducing costs, improving efficiency, maximising profit, minimising waste, providing better service to customers.

Information Technology enabled services(ITeS)

- Information Technology that enables the business by improving the quality of service is Information Technology enabled Services (ITeS).
- ITeS is also called web-enabled services or remote services .
- These services provide a wide range of career options that include opportunities in all offices like ***call centres, payrolls, logistics management, revenue claims processing, medical billing, coding, medical transcription, legal databases, back office operations, content development, GIS (geographical information system), web services and Human Resource (HR) services, etc.***
- Its diverse areas like finance, HR, administration, health care, telecommunication, manufacturing, etc.
- E-enabled services radically reduce costs and improve service standards. In short, Internet service provider aims to provide **B2B e-commerce** solutions.
- ITeS offers different services integrated in a single delivery mechanism to end users

BPO Services

- Business Process Outsourcing (BPO) services means performing business operations through an outside service provider.
- BPO also comes under IT services as plays a very useful role in optimising the business performance.
- Some of the BPO services are as follows:
 - (a) Financial and Accounting Services
 - (b) Taxation and Insurance Services
 - (c) E-Publishing and Web Promotion
 - (d) Legal Services and Content Writing
 - (e) Multimedia and Design Services
 - (f) Document Management Services
 - (g) Software Testing Services
 - (h) Health Care Services

Home Assignment

- 1. What do you understand by the term IT and ITeS?
- 2. What are the career provided by IT-eS ?
- 3.What is BPO ,How it is helpful in todays World?
- 4. What are the BPO services.

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