

## UNIT 1: ITes TEST YOUR KNOWLEDGE

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1. In the term ITes, what does letter 'e' stand for?
  - a. enabled
  - b. ethical
  - c. electronic
  - d. efficient
2. IT encompasses which basic operations?
  - a. Create and manage information
  - b. Store information
  - c. Exchange information
  - d. All of these
3. The processed output given by computer is also called \_\_\_\_\_.
  - a. Data
  - b. Instruction
  - c. Information
  - d. All of these
4. The benefits of IT to the businesses are:
  - a. Automated business operations
  - b. Enhancement of customer relationships
  - c. Developing business relationships
  - d. All of these
5. ITes is defined as outsourcing processes that can be enabled by \_\_\_\_\_.
  - a. Information technology
  - b. Human resource
  - c. Networking
  - d. Communication technology
6. The basic difference between BPO and BPM is:
  - a. BPO is concerned with execution of outsourced processes while BPM is management of outsourced processes.
  - b. BPM is concerned with execution of outsourced processes while BPO is management of outsourced processes.
  - c. BPM contributes to GDP while BPO does not.
  - d. All of these
8. Which country is the leader today in global BPO market?
  - a. America
  - b. China
  - c. India
  - d. France
9. What is the characteristic of an MNC?
  - a. They have their headquarters in one country and operate in other countries also.
  - b. They are just like ISPs.
  - c. They cater to their parent companies only and do not serve external clients.
  - d. They have their headquarters in India.
10. Which of the following is not a part of home computing?
  - a. Watching movies
  - b. Developing games
  - c. Playing games
  - d. Pursue online hobby
11. WBT stands for:
  - a. Web Building Technology
  - b. Web Based Training
  - b. Web Bluetooth
  - d. World BPO Tribunal
12. LMS helps in:
  - a. Anytime, anywhere learning
  - b. Manage lessons, trainers and learners
  - c. Online query resolution
  - d. All of these