

Model Question Paper
IT Enabled Services-Part I
12th Standard
Computer Science

Reg.No. :

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I. Answer all the questions.
II. Use blue pen only.

Time : 00:45:00 Hrs

Total Marks : 24
10 x 1 = 10

Part-A

- 1) BPO expanded as
(a) Basic Process Outsource (b) Bytes Per Second (c) Business Process Outsourcing (d) Business Process Office
- 2) Which helps in improving the quality of services
(a) IT (b) BPO (c) ITES (d) BFSI
- 3) Which is permanent, legal document that formally states the result of a medical investigation?
(a) Medical anatomy (b) Medical document (c) Medical Transcription (d) Medical prescription
- 4) ITES stands for
(a) IT Enabled Services (b) IT Evolution Studies (c) IT Environment Studies (d) IT Enabled Studies
- 5) The technical element or elements we need to reach out the benefits of IT to the common man are
(a) Software (b) Connectivity (c) Affordable computers (d) All the three
- 6) A facility that allows the user to speak into a special device called
(a) Gramophone (b) Dictaphone (c) Microphone (d) Phone
- 7) Which increase the employment opportunities?
(a) IT (b) BPO (c) ITES (d) BFSI
- 8) Which of the following is an IT enabled service?
(a) Word Processor (b) Database (c) e-Governance (d) Spreadsheet
- 9) Which can be collected for one purpose may be useful for some other purpose?
(a) Program (b) Computer (c) Data (d) ITES
- 10) Which refers to conversion of non -digital material to digital form
(a) Digitization (b) Transcription (c) Data transfer (d) None

Part-B

- 11) What is e-Governance?
- 12) What is meant by IT Enabled service?
- 13) What is the use of call centers?
- 14) What is data management?
- 15) What is a medical transcription?
- 16) What is data digitization?
- 17) What are the benefits of data digitization?

7 x 2 = 14
