

10. IT APPLICATIONS

1. What is mean by e- Governance?

e-Governance is the application of ICT for delivering Government services to citizens in a convenient, efficient and transparent manner.

2. What are the different interactions of e- Governance?

a). Government to Government (G2G) : It is the sharing of data/ information among government agencies, department or organizations.

b). Government to Citizen (G2C): It create interface between the government and citizen to increase the availability and accessibility of public services. Its primary purpose is to make the Government citizen – friendly.

c). Government to Business: It is used to aid the business community to interact with the Government . Its objectives are to cut red-tapism, save time and cost and create more transparent business environment.

d). Government to Employee: The Government policies and guidelines for implementing various government programs are made available to employees as orders and circulars. Employees salary and personal details are also managed through it.

3. Explain Infrastructure of e- Governance.

In Kerala, it consists of three parts.

a). State Data Centre(SDC): It is used to combine services, application and infrastructure to provide efficient electronic to e-Governance services. There is a common delivery platform which is supported by State Wide Area Network(SWAN) and Common Service Centre(CSC). SDC keep central data repository, secure data storage , online delivery of service etc..

b). Kerala State Wide Area Network(KSWAN) : It is the backbone of the State Information Infrastructure(SII). It extended to all Districts, Blocks and Panchayaths.

c). Common Service Centre(CSC): It is the front end delivery point of the government. It offers web enabled government services to rural areas. It helps to pay bills, generating certificates , submitting online applications, e-ticket etc.. eg. Akshaya

4. What are the benefits and challenges of e-Governance?

Benefits:

- i). Leads to automation of government services.
- ii). Strengthen Democracy
- iii). More transparency in the functioning
- iv). Increase the responsibility of government departments
- v). Saves unnecessary visit to government offices.

Challenges:

- i). e-Literacy is necessary
- ii). Possibility of cyber attack
- iii). Huge initial investment is needed from the part of Government
- iv). People are not interested to share their personal information to the agencies assigned for data collection.
- v). Integrity of various department is needed

5. What is e-Business?

e-Business is the sharing of business information, maintaining business relationships and conducting business transactions by means ICT applications.

6. What is the difference between e- Commerce and e- Business?

e-commerce covers business transactions that involve exchange of money.

e-Business includes all aspects of running a business such as marketing, inventory, customer education etc.

7. What are the advantages and disadvantages of e-Commerce?

Advantages:

- a). It overcomes the geographical limitations of business
- b). It minimize the operational cost, travel time etc.
- c). It remains open all the time.
- d). We can find a product quickly from a wide range of choices

Disadvantages:

- a) Lack of knowledge to people about online business.
- b) Plastic money like credit/debit card is not common in rural area.
- c) Chance of frauds
- d) Touch and feel option is not available like traditional business

8. What is mean by electronic payment system (EPS) and e- Banking?

A system of financial exchange between buyers and sellers in an online environment is known as electronic payment system (EPS).

e- Banking is the automatic delivery of banking services directly to customers through electronic channels like internet.

9. What is e- Learning ? What are its advantages and disadvantages?

The use of electronic media and ICT in education is known as e- Learning. e- Content like videos, presentations graphics, animations etc.. and educational TV channels are used for this.

Advantages:

- i). It offers variety of courses from national and international institutions to a large number of students from distant locations.
- ii). Low cost

iii). No time and space limitations

Disadvantages:

- i). Face to face contact between students and teachers are not possible.
- ii). Proper interaction may not possible.
- iii). Hands on practices, constant motivation etc. are not possible.
- iv). Proper equipments and technology may not available.

10. What is the role of ICT in Health care?

a) Medical equipments: Most of the modern medical equipments like scanners , computer guided equipments, hand held equipment like sugar level monitors etc uses micro processors.

b). Electronic Medical Record(EMR): Now patients medical records are stored in digital format. It is economic, environmental friendly and can easily transfer to personal and institutions.

c). Telemedicine: It is used to share observations and prescriptions with experts in the medical field . Here distance is not a limitation. It reduces time and cost. Wireless transmission helps medical personnel and hospitals to keep in touch in emergency.

d). Research and development: Today, drugs meant for specific purposes can be design and developed with use of advanced computers. It reduces much time and cost for developing them.

11. What is mean by Business Process Outsourcing (BPO)?

The process of hiring a third party service provider to do the operations and responsibilities of specific business functions. It may also involve transferring of employees and asset from one firm to another. It increases the efficiency in services and saves cost.

Eg. Costumer care service.

12.What is mean by Knowledge Process Outsourcing (KPO)?

Knowledge and information related work is carried out by different company or subsidiary within the organization. It includes data search, data integration , market search etc.

13 What is mean by call centre?

A call centre(also called service centre, sales centre, contact centre etc..) is a telephone service facility set up to handle a large number of incoming and outgoing calls for supporting various responsibilities of an organization.

14. Distinguish between teleconferencing and video conferencing?

Teleconferencing is a meeting or conference held between two or more parties in remote locations by use of IT infra structure and services.

Video conferencing is a type of teleconferencing in which the video of the parties involved in the conference is also included. A video camera and microphone and communication system is needed.

Both Teleconferencing and video conferencing will save time and travel expense.

Previous Questions

1. In ICT, BPO stands for (1)
2. Which of the following not an e-business website? (1)
 - a). www.amazon.com
 - b). www.dhsekerala.gov.in
 - c). www.keralartc.com
 - d). www.irtc.com
3. Application of ICT for delivering Government services to citizens in a convenient. (1)
efficient and transparent manner is called
4. Explain any three e-learning tools. (3)
5. Explain any three e-Business services. (3)
6. Remya has got a job at a call centre. What is a call centre?
What type of job does a call centre provide? (3)
7. The system used for financial exchange between buyers and sellers in an online Business is..... (1)
 - a) electronic business online b) electronic payment system
 - c) business process outsourcing d) online payment system
8. Compare the advantages and disadvantages of implementing e-business. (3)
9. Define e-Governance. Write any four advantages of e-Governance. (3)
10. a). Expand the term ICT. (1)
- b). Briefly explain the advantages of implementing e-commerce. (3)
11. Almost all services and business are available online now.
 - a) Name the system that facilitates money transaction between buyers and sellers in such cases. (1)
 - b) Explain the infrastructure of e-Governance (3)