

11. IT ENABLED SERVICES

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1. ITES means _____. a) Improving technology enlighting services
b) Inforamtion techonology enabled services
c) Information techonology extended services d) Information entrusted systems
2. Which of the following is an IT enabled service?
a) E-Governence b) Word processer c) Spreadsheet d) database
3. Which of the following is not an IT enabled service?
a) Callcentres b) E-Govenence c) Data digitization d) Word processer
4. A facility that allows the user to speak into a special device while typing a letter using Computer is called _____.a) Cell phone b) Telephone c) Dictaphone d) Speaker
5. Which of the following is sometimes defined as a telephone base shared services?
a) Data digitization b) Call centre c) Data management d) Bar code recongnition
6. Collection digitization and processing of data is basic function of _____.
a) Call centre b) Data management c) E-Governance d) Data collection
7. Which of the following is not an ITES of data manadement category? a) Data entry
b) Custom reports c) Character regonition and processing d) Transcription
8. Which of the organization can potentially benefit from ITES?
a) Banking b) Insurance c) Legal d) All the above
9. ___ is a permanent legal document that formally states the result of a medical investigation. a) Medical transcription b) Medical prescription
c) Medical document d) Medical anatomy
10. ___ refers to conversion of non – digital material to digital form.
a) Transcription b) Data transfer c) Data digitization d) Noen of the given
11. Long term preservation storage of important documents easy to use and access of information are all benefits of _____. a) Medical transcription b) Call centre
c) data digitization d) Web based services
12. Career guidance employment online examnation results online are all _____.
a) Web based service b) Data processing service c) Call centre service
d) Transcription
13. BPO may be expanded as _____ a) business product outcome b) Business process
outcome c) Business product outsourcing d) business process outsourcing

12. COMPUTER ETHICS

1. Computer ethics has its roots in the work of ____ during world war II.
a) Charles babbage b) Blaise bascal c) Norbert wiener d) Herman horllerith
2. Who among the following began to examine unethical and illegal uses of computers by computer professionala in mid 1960s in Menlo park, California? ____.
a) Charles babbage b) Blaise bascal c) Norbert wiener d) Herman horllerith
3. ____ is a set of rules for determining moral standards or socially acceptable behaviour
a) Standard b) Ethics c) protocol d) None of the given
4. General guidelines of computer ethics are needed for ____.
a) Protection of personal data b) Computer crime c) Cracking d) All the above
5. The protection of hardware facilities magnetic disks and other illegal accessed stolen Damaged or destroyed items refers to ____ security.
a) Physical b) Personal c) personnel d) none of the given
6. ____ security refers to software setups that permit only authorized access to the system
a) Physical b) Personal c) personnel d) none of the given
7. ____ security refers to protecting data and computer system against dishonesty or Negligence of employess. a) Physical b) Personal c) personnel d) none of the given
8. “Cracking” comes under ____.
a) Data security b) Computer crime c) Website service d) Transcription
9. Making and using duplicate hardware and software is called ____.
a) Copy right b) Free copy c) piracy d) none of the given
10. ____ is a self-replicating program that can cause damage to data and files stored on Your computer. a) Piracy b) Freeware c) Virus d) none of the given
11. Running other software for the idel computer without the knowlwdge of the organization Is called theft of _____. a) Computer crime b) Use c) Computer d) software
12. ____ is the illegal access to the network or computer system.
a) Piracy b) Virus c) Cracking d) Security
13. Which of the following is not a way of protection?
a) Physical Security b) Personal Security c) personnel Security d) Piracy