Ans. i. Do not open any email attachment that we are not sure.

ii. Download files only from reputed sources.

iii. Avoid clicking on popup advertisements.

iv. Use strong passwords

v. Update antivirus regularly

vi. keep a regular backup of our files.

27. Who introduced the term www?   **[March 2015, Score1]**

Ans. Tim Berners Lee

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Chapter - 10 IT Applications

1. Define the term Tele conferencing   **[March 2020, Score 2]**

Ans. Teleconferencing is a meeting or conference held between two or more parties in remote locations by use of ICT.

2. Write any three advantages of e-business   **[March 2020, Score 3]**

Ans.

- Overcomes geographical limitations.
- Reduces the operational cost
- Minimises travel time and cost.
- It remains open all the time.

3. What are the benefits of e-Governance ?   **[July 2019, Score 2]**

Ans.   i). Leads to automation of government services.

ii). Strengthen Democracy

iii). More transparency in the functioning

iv). Increase the responsibility of government departments

4. Summarise major benefits of e-Learning.   **[July 2019 , Score 2]**

Ans. 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

5. Write any two challenges for implementing e-Governance   **[March 2019, Score 2]**

Ans.   i). e-Literacy is necessary

ii). Possibility of cyber attack

6. e-Learning playing an important role in education field. Discuss any three advantages of

e-Learning. **[March 2019, Score 3]**

Ans. 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

7. Briefly describe any two benefits of e-Governance. **[July 2018, Score 2]**

Ans. i). Leads to automation of government services.

ii). Strengthen Democracy

8. e-Business has many possibilities in the business world, but it faces some challenges. Write about any two challenges in e-Business. **[March 2018, Score 2]**

Ans. a) Lack of knowledge to people about online business.

b) Plastic money like credit/debit card is not common in rural area.

. **9.** e – learning allows us to overcome many limitations of conventional teaching – learning process

a) Name any three e-learning tools for enhancing e -- learning process

b) Write about three advantages of e – learning **[March 2018, Score 3]**

Ans.

a) a. Electronic books reader (e-Books)

b. e-Text

c. Online chat

d. e-Content

e. Educational TV channels

b) Advantages

- e-Learning has the ability to offer courses on variety of subjects to large number of students from distant location.
- In e-Learning cost for learning is much less.
- It provides facility to do online courses from various nationally or internationally reputed institutions.

10. Almost all services and business are available online now. **[July 2017, Score 1]**

a) Name the system that facilitate money translation between buyers and sellers in such cases.

b) Explain the infrastructure of e- Governance **[July 2017, Score 3]**

Ans. a) Electronic Payment System

b) State Data Centre (SDC)

Combine services, applications and infrastructure and to provide efficient electronic delivery of G2G, G2C and G2B services

Kerala State Wide Area Network (KSWAN)

The infrastructure supports the integration of a large number of G2G, G2C services with the applications received from the State Data Centre.

Common Service Centre (CSC) – Akshaya centres

Common Service Centres (CSC) are the front-end delivery points of the government, private and social sector services for the rural citizens of India. A highlight of the CSCs is that it offers web-enabled e-Governance services in rural areas

11. Compare the advantages and disadvantages of implementing e-Business

[March 2017, Score 3]

Ans. Advantages

- Overcomes geographical limitations.
- Reduces the operational cost
- Minimises travel time and cost.

Challenges

- Lack of knowledge about online business and its possibilities.
- Customers do not possess plastic money- credit card, debit card and net banking system
- Customers may lose valuable information like their credit card number, passwords, etc.

12. In ICT enabled services BPO stands for .... **[March 2017, Score 1]**

Ans. Business Process Outsourcing

13. Which one of the following is not an e business website **[July 2016, Score 1]**

a) www.amazone.com   b) www.dhsekaral.gov.in   c) www.keralartc.com

d) www.irtc.com

Ans. b) www.dhsekaral.gov.in

14. Define e-Governance. Write any four advantages of e-Governance. **[July 2016, Score 3]**

Ans. i). Leads to automation of government services.

ii). Strengthen Democracy

iii). More transparency in the functioning

iv). Increase the responsibility of government departments

15. Application of ICT for delivering government services to citizens in a convenient and transparent manner is .... **[March 2016, Score 1]**

Ans. e-Governance

16. Explain any three e-learning tools **[March 2016, Score 3]**

Ans. a. Electronic books reader (e-Books)

b. e-Text

c. Online chat

d. e-Content

e. Educational TV channels

17. What is a call center ? What kind of job does a call center provide   **[July 2015, Score 3]**

Ans. Call centres facilitate the public for the payment of bills, purchase of goods, etc. Call centres are also called service centres, sales centres, contact centres, etc.

Basic responsibility of a call centre is to handle the telephone calls for supporting various services provided by an organisation.

18. The system used for financial exchange between buyers and sellers in an online business is

.... **[July 2015, Score 1]**

a) electronic business online

b) electronic payment system

c) business process outsourcing

d) online payment system

Ans. b) electronic payment system

19. a) Expand the term ICT.   **[March 2015, Score 1]**

  b) Briefly explain the advantages of implementing e-Governance.   **[March 2015, Score 3]**

Ans. a) Information and Communication Technology

  b) i)   Leads to automation of government services, ensuring the information regarding the activities of public welfare is easily available to all citizens.

  ii)   Strengthens the democracy by ensuring greater participation of citizens at all levels of governance.

  iii)   Ensures more transparency in the functioning and thus helps eliminate corruption.

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