

Ch-1 Introduction to IT - ITES Industry

→ Information Technology is the use of hardware, software, data base and networking technology for accessing, storing, retrieving and transmitting the information. The information may be contained in the form of text, image, graphics, audio, video or animation.

→ Information Technology-Enabled Services (ITES).

The services that use IT to enhance and increase an organisation's efficiency are known as Information Technology-Enabled Services or web enabled services.

Medical Transaction & Billing

Content Development

Legal Database

ITES

Call centers

Payroll Management

BPO

Electronic Publishing

BPM

→ Advantages of ITES

Reduction in operating cost

Specialised services

Expansion of business on global platforms

→ Business process Outsourcing: has been growing in popularity. Technically it is defined as outsourcing one or more functional unit of a business to a third party vendor.

Most of the entrepreneurs ~~start~~ with their small company at the initial stage often need to outsource back office and front office because they have limited resources and tight budgeting.

Types of BPOs

On the basis of kind of work done. It can be divided into two types

- Back office outsourcing → experts working at the back end of an organization and deals with internal business processes like data entry, billing, accounting, etc.
- Front office outsourcing → People with good communication skill and dealing with the clients or customers like sales and marketing, helpdesk, customer support services, telemarketing, etc.

On the basis of geographical area of operation. It is of three types.

- On shore / Domestic outsourcing → It is within the same country but maybe located in a different city or state. The main advantage is you get a skilled team.

in the same time zone, and the ~~the~~ same language and culture

- Offshore Outsourcing → It is outsourcing services outside the company's own country.
The main advantages maybe, better geographical area, political stability, skilled low cost labour and better tax plans.
- Nearshore outsourcing → Outsourcing services to the company's neighbouring countries rather than people in your country. Advantages are :- hiring people with similar time zones and taking the benefits of inbetween option compared ~~with~~ to offshore and onshore outsourcing.

IT-BPM Industry

This is one of the most important sectors in the world. There are four divisions or subsectors of the ~~the~~ IT-BPM industry.

IT services → The services related to hardware and software maintenance, training and support, IT outsourcing, web hosting services, IT Consulting, etc.

Business Process management - It includes management of one or more business process by an external organisation;

- Engineering and R&D → It includes process associated with the manufacturing and delivering of a product and services and development for hardware and software technologies.
- Software products development → Software available through sale, lease, rental or as a service of IT-BIM industry.
- Government initiatives to promote IT and ITeS sector in India - To promote this sector some of the major initiative taken by the government are as follows:
 - 1. Digital India programme → The digital India program launched by the government of India in 2015, has ensured that Indian IT industry delivers world class services at competitive quality and cost.
 - 2. In February 2019 the government of India released the National policy on Software products 2019 to develop India as a software product nation.
 - 3. Pure Fact: Denmark is named the most digital country in the international ~~and economic~~ in the International Digital economy and Society index 2018.

• Application of I T

How information Technology has drastically changed our day today lives.

• In Home computing and everyday life :-

1. Using the internet to explore as ~~when~~ and when needed
2. Online shopping of household products, grocery, milk, etc
3. Doing payments of electricity bills, water bills, school fees, etc.
4. Using online banking services to do transactions for different purposes.

• Library : Software is used to maintain :

- the list of books in stock
- books issued by a person

• Workplace :

- ~~Workplace~~ : Almost all private and company sectors, either have they own I T department or they outsource it to provide higher quality services.

(Ch-3- Digital Documentation

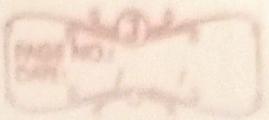
A document is a paper with written content and the process of preparing a document is called documentation. The document can be letters, reports, thesis, manuscripts, legal documents, books, etc.

A data entry operator should possess the skills to use the office productivity tools with a good typing speed.

Word processing Software :

A word processor is a computer application used for the production of printable material to enter, edit, ~~edit~~ format, store, ~~re~~trieve and print the document.

In the beginning word star was the most widely used word processing software. The modern word processor take advantage of GUI (Graphical User Interface) providing some form of what you see is what you get (WYSIWYG).



Parts of the writer window

Title bar - The title bar is located on the top of writer window and it shows the name of the document

Menu bar - It appears below the title bar. It shows the menu items File, Edit, View, Insert, Format, Tables, Tools, Windows and Help

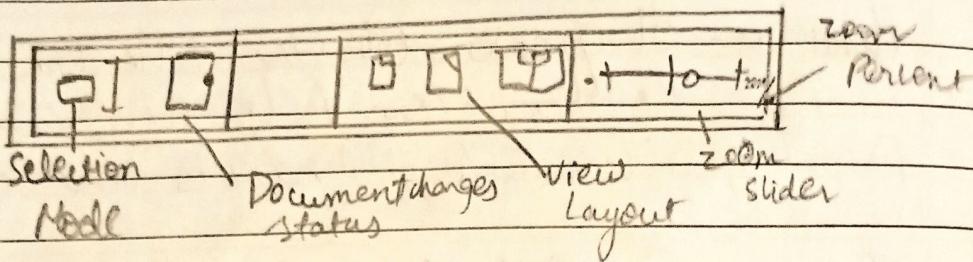
Toolbar - The toolbar appears below menu bar by default. The standard toolbar, the standard toolbar and formatting toolbar appear. The other toolbars can be activated by clicking on View menu.

Standard Toolbar - It contains commands in the form of icons.

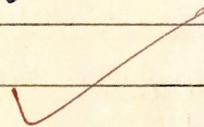
Formatting toolbar - It contains the various options for formatting a document like fontsize, fontname, bold

Status bar - This is positioned at the left bottom of writer window and displays the number of pages, words, the language used, zooming, etc.

Page 1 of 1	83 words 490 characters	Draft	English (India)
Page Number	Word count	Word and chart style	Page style
			Language



Home Key - Pressing the Home key jump to the beginning of the line.



Spreadsheet

Q What is Worksheet?

The worksheet in Excel is also referred to as spreadsheet. The spreadsheet can have many sheets. Each sheet can have many individual cells arranged in rows and columns.

Q Cell and cell address

The intersection of a row and column is called a cell. It is the basic element of a spreadsheet.

Q Rows and columns

The sheet is divided into vertical columns and horizontal rows. Each sheet can have a maximum of 1048576 (2^{20}) rows and 1024 (2^10) columns. First column is A and last column is AMT.

- Arrow Keys → Moves a single cell in arrow direction.
- (ctrl + Arrow key) → Moves the cell to the end of the data range in a particular direction
- Home → Moves the cursor along the row where the active cell is

- $\text{Ctrl} + \text{Home}$ → Moves the cell to A 1 position
 - $\text{Ctrl} + \text{End}$ → Moves to bottom right cell of the data
 - Page up → Moves the worksheet one screen up
 - Page down → Moves the worksheet one screen down
- & Range of cells → A Block of adjacent cells in a worksheet which is highlighted or selected is called range of cells.

Q Entering data → To enter any data in a worksheet practically in the cell it is required to select the cell. The data to be entered can be the label, values or formulae.

- Label → Label is the any text entered by using a keyboard. It may combine with letters, numbers and special symbols. By default the labels are left aligned.
- Values → The numerical data consisting of only numbers are called values. By default values are right aligned.
- Formulae → Any expression that begins with equal sign (=) is treated as formula.

In the expression, the equal sign (=) followed by values, cell address and functions are called as formulae.

Function	Syntax	Use
SUM	=Sum(Number1, Number2...)	Adds the value contained in a range of cells
AVERAGE	=Average(Number, Number2...)	Finds out the biggest ^{average} value contained in a range of cells
MAX	=Max(Number1, Number2...)	Finds out the biggest value contained in a range of cells.
MIN	=Min(Number1, Number2...)	Finds out the smallest value contained in a range of cells.
COUNT	=Count(Number1, Number2...)	Counts the number of cells with in a range of cells.

Formatting a range of cells with decimal places:

The division of different numbers may result in varied decimal places in the quotient. In such cases it is necessary to format the number to a fixed number of decimal places!

(5)

Speeding up data Entry :-

The most important ability of a spreadsheet is to drag and drop the contents of one cell to another by using a mouse.

(6)

Using the fill handle:-

Fill handle tool is used to fill the next cell till you drag it with the next predefined values.

- a) For number series : Type the number 1, 2 ~~in~~ in two consecutive cells and select using a mouse and select them using a mouse and click on the right down corner of the selected cells and drag downwards till you want to continue.
- b) Copying a formula : If you wish to apply the same formula to the number of cells with the rows & columns you need not enter the formula again and again, formula can be copied.

Q Cell referencing:-

Referencing is the way to refer the formula or function from one cell to the next cell along the row or column. There are three types of referencing.

i) Relative referencing

ii) Absolute referencing

iii) Mixed referencing

• Relative referencing : When you drag any formula in any row or column in any direction, the formula gets copied in the new cell with the relative reference and this is the default referencing. When we drag the formula down, each row number gets added.

• Absolute referencing :

In absolute referencing a (\$) symbol is used before the column name as well as row number to make it constant in any formula. e.g. \$C\$2

• Mixed referencing : When we drag the formula, row number or column name get changed in relative references. In Mixed referencing

The \$ sign is used before row no. or column name to make it constant.

A	B	C	D	E	F
1	2	5	8	12	
2	1				
3	2				
4	3				
5	4				
6	5				
7	6				
8	7				
9	8				
10	9				
11	10				

Creation of Charts using Spreadsheets :-

Data presented in the form of charts they become an effective tool to communicate. The various type of charts are given below.

Types	Purpose
Column Chart	Comparing classes of data items in group: group comparison
Bar Chart	Comparing classes of data items in group: group comparison
Line Chart	Comparing classes of data items in group: group comparison
Pie Chart	Comparing classes of data items as percentage
XY Scatter Chart	Comparing data in pairs

Multiple choice questions:

1. Which of the following techniques can be used to allow only data value in cell

- (a) Data formatting
- (b) Data sorting
- (c) Data filtering
- (d) Data validation

2. Which of the following options when selected deletes all data validation

- (a) Delete formatting
- (b) Delete all
- (c) Delete formula
- (d) Delete me

3. We can replace multiple occurrences of a word using which of the following facilities of QM

- (a) Find and replace
- (b) By replace
- (c) By copy command
- (d) By preview command

4. What is the name of mechanism to arrange the data in a particular order.

- (a) sorting
- (b) Searching
- (c) Filtering
- (d) Validating

Q5 What is the name of mechanism to filter out necessary.

- (a) sorting
 - (b) searching
 - (c) Filtering
 - (d) validating

6. Which of the following type of package does calc refuse

- (f) spreadsheet (g) Double sheet
(h) Multi - sheet (d) cannot determine

7 Which of the following is an extension of a worksheet created in Calc?

8 How can one calculate the total of values entered in a worksheet column?

- (a) By manual entry
 - (b) By automen
 - (c) By formula
 - (d) By cum junction

Q. If we move a cell containing a formula having reference to another cell in the worksheet what will happen to the cell numbers used in the formula.

- (a) The cells row and columns are changed at destination.
- (b) The cell row change at destination
- (c) The cell column are changed at destination
- (d) No change will occur

Q. What is the correct way to enter a function in cell

- (a) Directly typing function name in a cell
- (b) Using function wizard or selecting from toolbar
- (c) Both (a) and (b)
- (d) Depends on the function

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II. A function should start with _____

- (a) '=' sign
- (b) alphabets
- (c) numbers
- (d) All of these

~~Powerpoint~~ ^{Digital} Presentation (libreoffice impress)

Working with slides - Slides are the building blocks of your presentation. You can also create or use layouts and designs, Add notes and create handouts, and customize the look of your slides.

To create a new slide you can use any of the nine layouts or choose a blank slide. Once you have created a new slide you can insert various elements such as text, pictures, graphs, tables, etc.

Working with text - powerpoint gives you several ways to insert, edit and format text for your presentation.

Inserting text - You can insert text by using the outlining or inserting text boxes.

Outline text - The outline text can be used to create slides of a similar nature. By using the outlining toolbar you can create headings, lists and paragraphs.

Text boxes - The text boxes are the way that power point puts text on a slide. When you create a slide, and use a specific slide layout the slide will have one or more text boxes in it.

Formatting text - You can select home → font menu and select the font menu from the pop up shortcut menu. Select a font, size, style and colour from the font dialogue box.

- Text box properties -

You can change the colours, borders and background of a text box with help of the format autotext dialog box.

1. Activate the text box by clicking on it and then select format shape command. The format shape dialog box appears.
2. Under the fill menu you can choose the colours that will fill the background of the text box. Check the semi-transparent box if you want the slide background to show through the colour.

Introduction

Presentation is used to present the project proposal in business organization. Presentation is highly used in Teaching and Training.

The concept that are difficult to explain, can be easily presented to the audience in a simple way using any presentation software.

Impress is one of the important component of Libre office application. You can create presentation using text, graphics and animations for class lecture and corporate training.

* Characteristics of a good quality presentation:

A good quality presentation is required to convey the message clearly to the audience. The following points or guidelines have to be taken care of while preparing a good quality presentation.

- a) Number of lines : On one page try to include five to eight lines. Adding more number of lines may take more time to read as the font size may become too small.
- i) Font Size : While preparing the presentation you need to take care of the room size, distance between the screen and the audience. Accordingly, the font size of the text in the presentation may be decided.

- c) Use of colours = Try to use dark colours, bold letters, different fonts to highlight certain parts. Use same background colours and dark colours for font that means give attention to the content of the slide and foreground colour.
- d) Animation and videos = Do not include more than one animation or video in one slide. Including more than one, will overlap the sounds and may cause confusion to the audience.

Parts of Impress window

The parts of Impress main Window are :-

- Title Bar - It contains the name of presentation file with extension and presentation application as LibreOffice impress. It is always at top of the LibreOffice impress window.
- Menubar - It contains the menus with logically grouped commands. All the commands required to create the presentation are found here.
- Various toolbars - There are various tool bar to manage Impress.
- Standard toolbar - Each menu of the menubar is placed here as icons of operations.
- Slidespane - It is a vertical pan to see the slide in small size to review any slide easily.

i) Workpane - This is the central part of window where the presentation slides are created.

ii) Slides - This is in the left part of the window displaying presentation slides in the thumbnail view form. This pane can be closed and opened if you click on the slide pane command in the View menu.

iii) Taskpane - Taskpane is on the right part of the window. Taskpane is made up of five components. All components are not open as you start this pane. Instead, to select the relevant object to open it.

iv) Custom animation - There are many animation features for the text, drawings, etc.

v) Slide Transition - Using slide transition you can set the way, how the slide will appear during presentation.

* Running a slide show:-

To run the slide show click the slide show icon on the presentation tool bar or press F5, to run the slide show.

* Workspace views:-

The various workspace views are in the drop-down list of the View menu. These views are:-

- Normal view - It is the main view for working with individual slides. This view is used to format and design and to add text, graphics and animation effects.
In this view the slide is displayed in the middle of the window. On the left side the pane with slides thumbnails is displayed.
- Outline view - It contains all the slides in a sequence. Only the text contained in each slide is displayed inside the workspace.
- Notes view - It is used to add notes to a slide for the information of presenter. It is not seen by the audience while showing the presentation.

- Slide sorter view - It contains all the slide thumbnails. It is suitable for re-arranging the slide order. It is used to sort slides with the drag and drop method.

* Working with slide masters:-

Impress comes with various slide masters. These slide masters are available in the master pages section of the slide bar. Every slide master shown in the available for use list form templates with the same name.

Exercises

Multiple choice questions :-

1. Which of the following option is not available on presentation wizard?

- (i) Empty presentation
 - (ii) form template
 - (iii) open new presentation
 - (iv) open existing presentation

2. Which of the following is not a part of main impress window?

- (i) Slide pane
 - (ii) Workspace
 - (iii) Workpane
 - (iv) Taskpane

3. Which of the following is not a section of taskpane?

- (i) Master pages
 - (ii) Layouts
 - (iii) Custom view
 - (iv) Custom animation

4. Which view is generally used for creating, formating and designing slides.

(i) Normal view

(ii) Outline view

(iii) Notes

(iv) Slide sorterview

5. The slide show can be exited at any time during the show by pressing which of the following keys:

(i) spacebar

(ii) end key

(iii) Break key

(iv) escape key

6. Which of the following feature is used to create a new slide show with the current slides but presented in a different order

(i) Rehearsal

(ii) custom slide show

(iii) slide show setup

(iv) slide show view

Fill in the Blanks

1. Master slide is used to maintain consistency in design and colour in the presentation
2. Slide sorter view is used to view all the slides simultaneously
3. File Menu is used to perform basic operations on the presentation.
4. To create a new blank presentation, use the key combination Ctrl+N
5. In every presentation, first slide should be Title slide
6. In LibreOffice impress, by default the presentation is saved with .odp extension.
7. The keyboard shortcut key for slide show is F5
8. The shortcut key to close the LibreOffice impress is Alt+W
9. The shortcut key to insert a new slide is Ctrl+M

- v. The Normal view is used to apply animation on the content of slide.
 - vi. The A paper copy of presentation given to the audience is known as hand-outs.
 - vii. To play the sound repeatedly, the loop function is used.
- True False
1. The order of the slides cannot be changed in slide pane. ✓
 2. Every slide in a presentation has exactly one master slide. ✓
 3. Animations once applied can be changed but cannot be removed. ✓
 4. Slide names are included in outline view. ✓
 5. The notes added to slides can be seen during the presentation. ✓
 6. A user can create his own slide master. ✓
 7. Once a predefined slide master is selected, the background of slide cannot be changed. ✓

8. The text added to the header is displayed on the first slide only
9. The notes view is used for the audience.
10. It is not possible to insert audio or video clips in the presentation.

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Digital presentations

1. List the possible multi-media contents that are included while creating a presentation.
2. What are the advantages of using a presentation?
3. Write down the steps to add slide transition in your presentation.
4. What are the five views of presentation?

spreadsheet

1. What is the difference between spreadsheet, worksheet and sheet?
2. What is relative and absolute cell address in the spreadsheet?
3. How do formula work in a spreadsheet. Explain
4. Explain the various types of charts in spreadsheets

IT and ITeS industry

1. Differentiate between back office outsourcing and front office outsourcing?
2. What are the implications of IT in the agriculture industry?
3. Give examples of IT in everyday life?
4. What are BPs?
5. What are human centric BPM?
6. Name any four important projects under digital India?
7. What are multi-national companies

Keyboard and its skills

1. Explain the Qwerty keyboard layout?
2. Explain the following with an example:
 - (i) WPM
 - (ii) CPM
 - (iii) KPM

3. What are the two different ways to delete a text.

1. Write in detail the purpose of the four colours used in the error overview section.
2. Discuss the various types of keys available on a computer keyboard.

Digital Documentation

1. Write difference between a text editor and a word processor software?
2. List the various components LibreOffice. Explain each component in one line,
3. Explain the different views to display a document.