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INFORMATION & COMMUNICATION TECHNOLOGY

# INFORMATION & COMMUNICATION TECHNOLOGY



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Prelims Paper - I

# Information & Communication Technology

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# PREFACE

The book 'Information and Communication Technology' has been written with a sole objective to cater to the requirements of engineering students aspiring for Engineering Services Examination (ESE) conducted annually by the Union Public Service Commission (UPSC), and preparing for State Public Service Commission as well as other competitive examinations. This book has been written keeping in mind the needs and interests of students going to write these top engineering competitive examinations, and the standards of the bodies conducting these examinations.

The book covers in detail the complete syllabi for these competitive examinations. For the practice of students, questions on the pattern of these examinations have been included to help the students discover the extent of their knowledge and level of preparation. To make it easier for the students to assimilate the information included in this book, all the important keywords have been printed in bold.

This revised edition includes some detailed and enlarged chapters to elaborate various subjects and topics for the ease of understanding by students. This new and updated edition has been thoroughly scrutinised for errors in each and every chapter, and while going through it students will definitely experience the change.

**Amit K. Chaudhary**

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# CONTENTS

<b>Section</b>	<b>Description</b>	<b>Page No.</b>
	<i>Preface</i>	(iii)
<b>Chapter 1</b>	<b>INFORMATION AND COMMUNICATION TECHNOLOGY AND ITS ROLE</b>	<b>1 – 20</b>
	1.1 Overview of ICT ...(1)	
	1.2 Different Roles of ICT ...(2)	
	1.3 Applications of ICT ...(2)	
	1.4 Role of ICT in Various Sectors ...(3)	
	1.5 Importance of ICT for Civil Society Organizations ...(14)	
	1.6 Information and Communication Technologies (ICTS) and Child Protection ...(15)	
<b>Chapter 2</b>	<b>COMPUTER: THE BASIC ICT TOOL</b>	<b>21 – 51</b>
	2.1 Introduction ...(21)	
	2.2 Basic Structure of Computer ...(21)	
	2.3 Memory or Storage Devices ...(22)	
	2.4 Memory Hierarchy ...(22)	
	2.5 Types of Computer ...(27)	
	2.6 Computer Accessories and Tool ...(28)	
	2.7 Miscellaneous Data Storage ...(39)	
	2.8 Computer Ports ...(40)	
	2.9 Software in a Computer ...(41)	
<b>Chapter 3</b>	<b>NETWORKING</b>	<b>52 – 111</b>
	3.1 Introduction ...(52)	
	3.2 Uses of Computer Networks ...(53)	
	3.3 The OSI Model (Open System Inter Connection Model) ...(55)	
	3.4 Types of Network ...(57)	
	3.5 Other Special Purpose Network ...(68)	
	3.6 Network Devices ...(69)	
	3.7 Computer Network Connection Type ...(71)	
	3.8 Radio Wave based Networking ...(71)	
	3.9 Mobile Technology ...(73)	
	3.10 Internet ...(76)	
	3.11 Cloud Computing ...(87)	
	3.12 Cyber Security ...(90)	

	3.13	Cryptography ...	(93)
	3.14	Security in the Internet ...	(95)
<b>Chapter 4</b>		<b>SATELLITE COMMUNICATION</b>	<b>112 – 127</b>
	4.1	Satellite ...	(112)
	4.2	LEO, MEO and GEO Satellite System ...	(112)
	4.3	Difference between Geosynchronous and Geostationary Satellites ...	(113)
	4.4	Satellite Navigation System ...	(115)
	4.5	Remote Sensing ...	(117)
	4.6	Geographic Information System (GIS) ...	(117)
	4.7	Radar ...	(121)
	4.8	Lidar ...	(121)
	4.9	Sonar ...	(122)
	4.10	What is DTH ...	(122)
	4.11	Difference between DTH and Cable TV ...	(122)
	4.12	Assisted GPS (A-GPS) ...	(122)
	4.13	Difference between GPS and A-GPS ...	(123)
	4.14	S-GPS (Simultaneous GPS) ...	(123)
	4.15	Very Small Aperture Terminal ...	(123)
	4.16	Microwaves ...	(123)
	4.17	Nano Satellites ...	(123)
	4.18	Cubesats ...	(124)
<b>Chapter 5</b>		<b>ROLE OF ICT IN EDUCATION AND TRAINING</b>	<b>128 – 146</b>
	5.1	Introduction ...	(128)
	5.2	Need of ICT in Education and Learning ...	(129)
	5.3	Objective of ICT Implementation in Education ...	(129)
	5.4	Use of ICTs to Improve the Quality of Education ...	(130)
	5.5	E-Learning ...	(130)
	5.6	Significance of E-Learning ...	(130)
	5.7	ICT for School Management ...	(131)
	5.8	ICT for Open and Distance Learning ...	(131)
	5.9	Use of ICT for Children with Special Needs ...	(132)
	5.10	Use of ICT for Skill Development (Vocational and Job Oriented Areas of General Education) ...	(132)
	5.11	ICT and Teacher Training ...	(133)



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- 5.12 Initiatives Taken in the Sphere of Rural Education  
by the Government of India ...(134)
- 5.13 Other Initiatives ...(134)
- 5.14 UNESCO Role in Mobile Learning ...(135)
- 5.15 Tools of ICT in Education ...(136)
- 5.16 Initiatives of ICT in Education and Learning ...(142)

**Chapter 6**

**E-GOVERNANCE**

**147 – 195**

- 6.1 Introduction ...(147)
- 6.2 E-Governance ...(147)
- 6.3 Stages of E-Governance ...(148)
- 6.4 Scope of E-Governance ...(149)
- 6.5 Objectives of E-Governance ...(150)
- 6.6 Advantages of E-Governance ...(151)
- 6.7 National E-Governance Plan ...(151)
- 6.8 Difference between E-Governance and E-Government ...(155)
- 6.9 E-Kranti (National E-Governance Plan 2.0) ...(156)
- 6.10 Digital India Program ...(156)
- 6.11 Digital Divide ...(158)
- 6.12 JAM Trinity ...(161)
- 6.13 Various Projects and Schemes of the Government under NeGP ...(161)
- 6.14 Major Mission Mode Projects ...(162)
- 6.15 Various E-Governance Initiatives Across Sectors ...(165)

**Chapter 7**

**VARIOUS ACTS AND POLICIES RELATED TO ICT IN INDIA**

**196 – 210**

- 7.1 Information Technology Act, 2000 ...(196)
- 7.2 The Information Technology (Amendment) Act, 2006 ...(196)
- 7.3 The Telecom Regulatory Authority of India (Amendment) Act, 2014 ...(197)
- 7.4 The Cable Television Networks (Regulation) Amendment Act, 2011 ...(197)
- 7.5 National Cyber Security Policy 2013 ...(198)
- 7.6 National Data Sharing and Access Policy, 2012 ...(199)
- 7.7 ICT 2025 Vision Document ...(199)
- 7.8 TRAI Recommendations on Net Neutrality ...(199)
- 7.9 White Paper on Data Protection Framework ...(200)
- 7.10 Need of Data Security Policy in India ...(201)
- 7.11 Need for Encryption in India ...(202)
- 7.12 Institutions Involved in Internal Cyber Security Structure of India ...(202)



- 7.13 Institutions Involved in External Cyber Security Structure of India ...(203)
- 7.14 Geospatial Information Regulation Bill ...(203)
- 7.15 Data Sovereignty ...(204)
- 7.16 Major Networking Organizations Across the World ...(205)

**Chapter 8****CONTEMPORARY TECHNOLOGIES AND PROGRAMS IN ICT****211 – 257**

- 8.0 Contemporary Technologies ...(211)
- 8.1 5G Technology ...(211)
- 8.2 Quantum Cryptography ...(212)
- 8.3 Optical Computing ...(212)
- 8.4 Organic Computing ...(213)
- 8.5 Exascale Computing ...(213)
- 8.6 DNA Digital Data Storage ...(213)
- 8.7 Computer-Generated Holography ...(214)
- 8.8 Digital Scent Technology ...(214)
- 8.9 Holographic Versatile Disc (HVD) ...(214)
- 8.10 BLU-Ray Disc ...(214)
- 8.11 High-Definition Versatile Disc (HVD) ...(214)
- 8.12 Artificial Intelligence ...(214)
- 8.13 Artificial Brain ...(215)
- 8.14 Virtual Reality ...(215)
- 8.15 Augmented Reality ...(215)
- 8.16 Merged Reality ...(216)
- 8.17 Cryptocurrency ...(216)
- 8.18 Blockchain Technology ...(216)
- 8.19 Civic Technology ...(217)
- 8.20 Internet of Things ...(217)
- 8.21 General-Purpose Computing on Graphics Processing Units ...(218)
- 8.22 Exocortex ...(218)
- 8.23 Li-Fi ...(218)
- 8.24 Machine Translation ...(219)
- 8.25 Machine Vision ...(219)
- 8.26 Quantum Computing ...(219)
- 8.27 Radio-Frequency IDentification (RFID) ...(219)
- 8.28 Smart Speaker ...(220)
- 8.29 Software Defined Radio ...(220)
- 8.30 Quantum Dots ...(220)
- 8.31 3D Displays ...(222)

8.32	Holographic Displays	...(222)
8.33	Lightfield Displays	...(222)
8.34	Screenless Displays	...(222)
8.35	E-Cigarettes	...(223)
8.36	E-Paper	...(223)
8.37	Sunway TaihuLight	...(223)
8.38	Bionics	...(224)
8.39	Satellite Radio (SiriusXM Satellite Radio)	...(224)
8.40	Podcasting	...(224)
8.41	Digital Signage	...(224)
8.42	Millimeter Wave Technology	...(225)
8.43	Bitcoins	...(225)
8.44	Speech Recognition	...(226)
8.45	QR Codes	...(226)
8.46	Pradhan Mantri Gramin Digital Saksharta Abhiyaan	...(227)
8.47	The ICT Development Index (IDI)	...(227)
8.48	Internet Readiness Index	...(228)
8.49	Networked Readiness Index	...(228)
8.50	Village Knowledge Centers	...(228)
8.51	Smart Cities Mission	...(229)
8.52	National eHealth Authority (NeHA)	...(229)
8.53	BOSS Linux	...(230)
8.54	PARAMYUVA-II	...(231)
8.55	Aadhar	...(231)
8.56	Biometrics	...(231)
8.57	Universal Account Number (UAN) of EPF	...(232)
8.58	Satellite Instructional Television Experiment (SITE)	...(232)
8.59	Gyan Darshan	...(232)
8.60	NMEICT	...(233)
8.61	Unnat Bharat Abhiyan	...(233)
8.62	IT-based Initiative to Control Malaria	...(234)
8.63	Mahila E-Haat	...(234)
8.64	E-Laabh	...(234)
8.65	E-Samiksha	...(234)
8.66	IAP Health Phone Programme	...(234)
8.67	Big Data Initiative	...(234)
8.68	e-VIN	...(235)
8.69	Vittiya Saksharata Abhiyan	...(236)
8.70	Project Loon	...(236)

- 8.71 White-Fi ...(236)
- 8.72 Net Neutrality ...(237)
- 8.73 Cyber Swachhta Kendra ...(237)
- 8.74 Social Media ...(237)
- 8.75 C-DAC ...(238)
- 8.76 e-Pramaan ...(239)
- 8.77 National Payment Corporation of India ...(240)
- 8.78 CERT-in ...(240)
- 8.79 UN Information and Communication Technologies (ICT) Task Force ...(240)
- 8.80 Open Technology Centre ...(241)
- 8.81 Electronic Warehousing Receipts ...(241)
- 8.82 Artificial Leaf ...(241)
- 8.83 Nation-wide Hackathon #Opengovdatahack Launched ...(242)
- 8.84 Open Government Data (OGD) Platform ...(242)
- 8.85 Astrosat ...(242)
- 8.86 VOLTE ...(243)
- 8.87 Lakshmi ...(243)
- 8.88 Bharat Net ...(243)
- 8.89 Cyber-Security Index ...(244)
- 8.90 Project Brainwave ...(244)
- 8.91 Myfastag and Fastag Partner ...(244)
- 8.92 ISRO's Telemedicine Network ...(244)



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# Information and Communication Technology and its Role

## 1.1 OVERVIEW OF ICT

### INSIDE

- ◆ Overview of ICT
- ◆ Different Roles of ICT
- ◆ Applications of ICT
- ◆ Role of ICT in Various Sectors
- ◆ Importance of ICT for Civil Society Organizations
- ◆ Information and Communication Technologies (ICTs) and Child Protection

ICT stands for **Information and Communication Technology**. ICT is defined as the application of technology in processing of information and communication which includes the use of computers and softwares to not only convert and store but also process, transmit and retrieve information. It covers all the products that stores, manipulates and transmit information electronically in a digital form. For example, personal computers, radio, broadband, television, email, web based content repositories, interactive forums, learning management systems, and management information systems etc. are all classified as ICTs.

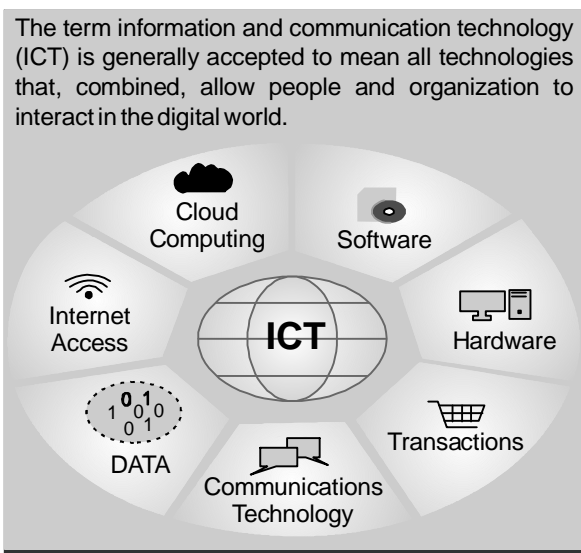


Fig. 1.1: Components of ICT.

**National policy on ICT** has defined it as **all devices, tools, content, resources, forums, and services, digital and those that can be converted into or delivered through digital forms, which can be deployed for realising the goals of teaching learning, enhancing access to and reach of resources, building of capacities, as well as management of the educational system**. Processes for digitisation, deployment and management of content, development and deployment of platforms and processes for capacity development, and creation of forums for interaction and exchange are parts of ICT.

## 1.2 DIFFERENT ROLES OF ICT

Information communication and Technology can be used in various roles for different benefits. Following are the roles of ICT.

### 1. Information Browsing

Browsing is defined as 'an exploratory, information seeking strategy that depends upon serendipity especially appropriate for ill-defined problems and for exploring new task domains'. World Wide Web browsers assist a user to quickly access a wide variety of information sources on the Internet which contains textual as well as audio and video resources.

### 2. Electronic Publishing and Dissemination

Access to online databases, electronic resources, online information transactions and digitised services can be done with the help of ICT. Electronic publishing provides well-defined access to reliable information to various stakeholders such as academicians, researchers, practitioners and policy makers.

### 3. Modelling and Simulation

ICTs play a very important role in modelling and simulation, which are crucial in improving systems' capacities in delivering services. For example, Indian Meteorological Department use various ICTs, supercomputers and software to produce models through simulation and are thus able to give weather forecast with accuracy.

### 4. Online Business and Government Transactions

- They are designed to improve the efficiency and effectiveness of the government's transactions through the use of ICT and eliminate redundant systems and significantly improve the government's quality of services for citizens and businesses.
- They streamline service delivery to citizens, reduce paperwork burdens on businesses and apply the best commercial practices to improve government operating efficiency.
- The following are the applications of ICT in Online Business and Government transactions:
  - (a) Land records, birth and death certificates can be procured online.
  - (b) A person can pay telephone bills, income tax or property tax over internet and save crucial time in the process.

## 5. Electronic Conferences

- Meetings and conferences provide arenas for dissemination of information and immediate presentation of new results and cutting edge research. However, it involved high transportation cost which dramatically reduced the potential audience and also time constraints imposed by meetings often conflict with duties.
- However, Electronic conferences can offer exchange of new results and they act as an excellent medium for this exchange. The major advantages of electronic conferences are their low cost and the lack of travel time.

## 1.3 APPLICATIONS OF ICT

Information and communication technologies can be applied in variety of ways. These application can be cost affective and efficient across different sectors. Following are the application of ICT

### 1. Data Base

A database is information set with a regular structure. It is usually but not necessarily stored in some machine-readable format accessed by a computer. It includes Relational Data Base Management Systems and Knowledge Base Expert systems.

#### (a) Relational Data Base Management Systems (RDBMS)

- A relational database management system (RDBMS) is a program that creates, updates, and administers a relational database.
- Databases can be compiled using RDBMS so that it will be possible to subject the database to queries for more informed decision-making. Such systems can also support forecasting and predictive models, especially if time series data sets are available for such areas and communities.
- The database can form a very valuable resource, especially when it is properly archived with the facility for retrieval for specific purposes through well-designed query interfaces.

#### (b) Knowledge Base Expert Systems

- Knowledge-Based Systems focus on systems that use knowledge-based techniques to support human decision-making, learning and action. The main objective is to make information available to decision makers and technicians, so that they can respond swiftly with efficient solutions to problems.

## Questions

1. Consider the following statements.
1. Application of ICT in chemical engineering includes application designing and managing plants, simplifying calculations and drawings that previously had to be done manually.
  2. Application of ICT in civil engineering includes the design of mechanized systems such as power and energy systems, aerospace products, weapon systems, transport product engines, and vacuum technology.
- Which of the above statement(s) is/are NOT correct?
- (a) 2 only                      (b) 1 only  
(c) Both 1 and 2              (d) Neither 1 nor 2
2. Consider the following statements related to the application of Videoconferencing tool in administration.
1. Video teleconferencing can be used to decide urgent matters in consultation with senior officers without calling them over from their offices in order to make them accessible to the people even while being in a position to confer with other officers in urgent matters.
  2. It has enabled citizens' participation in decision-making.
- Which of the above statement(s) is/are NOT correct?
- (a) 1 only                      (b) 2 only  
(c) Both 1 and 2              (d) Neither 1 nor 2
3. Consider the following statements about the tools of e-commerce
1. Unstructured Supplementary Service Data (USSD) is a tool of e-commerce which allows mobile banking using basic feature mobile phone. Internet data is essential in this service.
  2. Micro ATMs is another tool which is used by Business Correspondents to deliver banking services.
- Which of the following statement(s) given above is/are correct?
- (a) Only 1                      (b) Only 2  
(c) Both 1 and 2              (d) None of the above
4. Consider the following statements related to the application of ICT in Service delivery by administration.
1. Qualitative and comprehensive information is available on departmental websites, especially in local languages due to ICT.
  2. Public grievances matters pertaining to civic amenities are not included under the online services provided by the administration.
  3. ICT enabled single window system provides all government services and information online on web portal
- Which of the above statement(s) is/are correct?
- (a) 1 and 2 only              (b) 2 and 3 only  
(c) 1 and 3 only              (d) None of the above
5. Which of the following statement(s) is/are the objectives of ICT in engineering?
1. ICT enables provision of flexible access to engineering through establishment of modern educational environments.
  2. It fosters international and cross-sectoral knowledge, expertise and best practice exchange.
- Select the correct code.
- (a) 1 only                      (b) 2 only  
(c) Neither 1 nor 2              (d) Both 1 and 2
6. Consider the following statements.
1. ICT helps administration perform its public functions by simplifying the work processes and internal functioning via internal computerization and automation, thus fostering transparency and accountability.
  2. ICT also facilitates policy formulation through multi-stakeholders participation enabling administration to incorporate the ideas and suggestions of professionals, academicians, private sector, civil society organizations, media, and individuals in policy making.
- Which of the above statement(s) is/are NOT correct?
- (a) 1 only                      (b) 2 only  
(c) Both 1 and 2              (d) Neither 1 nor 2

- 21.** Consider the following statements.
1. Computerization of all sections of the government departments has made the system efficient in policy making and policy implementation and also aids in the preparation of data repository. But, ICT plays no role in modernizing the criminal tracking system.
  2. Networking enables the government departments to smoothly transfer files, papers, records, information and notifications on intranet. It also links state headquarters with district and cities and even the villages for better policy making.
- Which of the above statement(s) is/are NOT correct?
- (a) 1 only                      (b) 2 only  
(c) Both 1 and 2              (d) Neither 1 nor 2

- 22.** Consider the following statements regarding employing ICT tools in engineering projects as by current practice :
1. They must, and do, provide a clearer overview of the project details and interfaces.
  2. They must be capable of sharing of information appropriately.
  3. They must help to cut down the overall cost of the project with effective monitoring to safeguard against delays.
- Which of the above statements are correct?
- (a) 1 and 2 only              (b) 1 and 3 only  
(c) 2 and 3 only              (d) 1, 2 and 3

## ANSWER KEY

1. (a)	5. (d)	9. (d)	13. (c)	17. (a)	21. (a)
2. (d)	6. (d)	10. (a)	14. (c)	18. (c)	22. (d)
3. (b)	7. (b)	11. (a)	15. (c)	19. (b)	
4. (c)	8. (a)	12. (b)	16. (c)	20. (c)	



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