

S.D.E.

M.B.A. (IT) SEM – V (2010 COURSE) (3 YEAR COURSE) :

SUMMER - 2018

SUBJECT: I.T. ENABLED SERVICES

Day: **Friday**
Date: **01/06/2018**

S-2018-4554

Time: **10.00 A.M. TO 1.00 P.M.**
Max Marks: 70

N.B.:

- 1) Attempt **ANY FOUR** questions from section-I.
 - 2) Attempt **ANY TWO** questions from section-II
 - 3) Answers to both the sections should be written in the **SEPARATE** answer books.
-

SECTION-I

- Q.1** Discuss the challenges face by Indian IT enabled outsourcing market. (10)
- Q.2** Explain in detail the key drivers of IT enabled services. (10)
- Q.3** State and explain importance and general strategies for disaster recovery. (10)
- Q.4** Explain credit card operations in detail. (10)
- Q.5** Write short notes on (**ANY TWO**) (10)
- a) Vendor Evaluation Process
 - b) CRM
 - c) HR Functions

SECTION-II

- Q.6** How does outsourcing benefit both the countries USA and India ?Explain (15)
- Q.7** Discuss the case of bank: Leadership in retail banking through technology adoption. Following points must reflect (IT strategy, Role of IT offices, MIS implementation Business Intelligent System). (15)
- Q.8** A telecom company wants to setup a telemarketing in Pune city for this the company desires to get graduates with proficiency in English, Hindi and Marathi. How can HR manager evaluate the right candidates? Explain (15)

* * * *