

S.D.E.
B.C.A. (2004 COURSE SEM- VI : SUMMER - 2018
SUBJECT- I.T. ENABLED SERVICES

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

S-2018-4369

Time: **10.00 AM TO 1.00 PM**
Max. Marks: 80

N.B.:

- 1) Solve any **FIVE** questions from **SECTION-I**. Each question carries **10** Marks.
- 2) Solve any **TWO** questions from **SECTION-II**. Each question carries **15** Marks.
- 3) Figures to the right indicate **FULL** marks.
- 4) Answers to both the sections should be written in the **SEPARATE** answer books.

SECTION – I

- Q.1** Explain workforce management systems of call centre. (10)
- Q.2** Explain factors affecting on business process outsourcing activities. (10)
- Q.3** Describe content issues of e-learning. (10)
- Q.4** What is supply chain management? Explain activities of supply chain management. (10)
- Q.5** Define disaster management? Explain different type of disasters. (10)
- Q.6** Explain BPO pricing models of outsourced services. (10)
- Q.7** Describe the security of Voice over Internet Protocol. (10)

SECTION – II

- Q.8** Explain in detail vendor evolution and selection process. (15)
- Q.9** Explain the workforce management cycle. (15)
- Q.10** Explain justification of outsourcing. (15)

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