

S.D.E.

B.C.A. (2004 Course Sem- VI : WINTER - 2018

SUBJECT : I.T. ENABLED SERVICES

Day : Friday
Date : 30/11/2018

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

W-2018-4531

N.B.

- 1) Attempt **ANY FIVE** questions from Section – I and **ANY TWO** questions from Section – II.
 - 2) Figures to the **RIGHT** indicate **FULL** marks.
 - 3) Answers to the both the sections should be written in **SEPARATE** answer books.
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SECTION – I

- Q.1** What is an IT Enabled Service? (10)
- Q.2** Discuss Business Process Outsourcing in brief. (10)
- Q.3** What are the advantages and disadvantages of BPO? (10)
- Q.4** Explain the concept of a Call Center in brief. (10)
- Q.5** What are the Comparative Advantages of a Call Center? (10)
- Q.6** What is Internet Telephony? Explain in brief. (10)
- Q.7** Write a short note on Call Centers in India. (10)

SECTION – II

- Q.8** Explain the concept of an ISP along with an appropriate example (of an organization). (15)
- Q.9** Discuss the Business Model of a BPO in detail. (15)
- Q.10** Explain the concept of e-Learning along with appropriate examples. (15)

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