

S.D.E.
M.B.A. (I.T.) Sem-I (2013 Course) : WINTER - 2018
SUBJECT : IT ENABLED SERVICES

Day : Thursday
Date : 29/11/2018

W-2018-4682

Time : 10.00 AM TO 1.00 PM
Max. Marks : 70

N.B.:

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

- Q.1** Explain with example role of information technology in BPO. **[10]**
- Q.2** What could be limiting factors for outsourcing entire insurance services? **[10]**
- Q.3** Explain credit card operations in detail. **[10]**
- Q.4** Explain in detail new trends in HR. **[10]**
- Q.5** Write short notes on **ANY TWO** of the following: **[10]**
- a) B2B Telecalling
 - b) Disaster management
 - c) Transcription center

SECTION – II

- Q.6** Explain the issues of data privacy and security in financial services. **[15]**
- Q.7** Explain the impact of outsourcing in Economical growth of a country. **[15]**
- Q.8** Explain with example challenges and opportunities for Telemarketing. **[15]**

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