

S.D.E.

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

WINTER - 2017

SUBJECT : I.T. ENABLED SERVICES

Day : **Thursday**
Date : **14/12/2017**

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

W-2017-4363

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 vendor evaluation and selection process in detail. **[10]**
- Q.2** Explain in detail transition planning and program management. **[10]**
- Q.3** Explain the role of IT Enabled Services potentially offered to Telecommunication sector. **[10]**
- Q.4** What is disaster management? Explain in detail. **[10]**
- Q.5** Write short notes on **ANY TWO** of the following: **[10]**
- a) CRM
 - b) Transcription center
 - c) Knowledge transition

SECTION – II

- Q.6** Explain challenges and opportunities for Data Warehouse and Telemarketing. **[15]**
- Q.7** Design and explain BPO delivery model for health care sector. **[15]**
- Q.8** Explain various evaluation factors in case of selecting an outsourcing partner **[15]**

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