

S.D.E.
M.B.A. (I.T.) SEM-I (2013 COURSE) : WINTER - 2017

SUBJECT: IT ENABLED SERVICES

Day: **Wednesday**
Date: **13/12/2017**

W-2017-4322

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

N.B.:

- 1) Attempt **ANY FOUR** questions from Section – **I**. Each question carries **10** marks.
 - 2) Attempt **ANY TWO** questions from Section – **II**. Each question carries **15** marks.
 - 3) Answer to both the **SECTION** should be written in **SEPARATE** answer books.
-

SECTION – I

- Q.1** Explain in detail BPO services.
- Q.2** What is Supply Chain Management? Explain functions and Importance of SCM.
- Q.3** Explain the challenges in BPO.
- Q.4** Explain the role of IT Enabled Services in health care sector.
- Q.5** Explain BPO delivery model in detail.

SECTION - II

- Q.6** Explain marketing strategy and critical success factors of BPO.
- Q.7** Explain various business processes that a health care system can outsource.
- Q.8** Write short notes on **ANY TWO** of the following
- a) Disaster Prevention
 - b) Transaction Processing
 - c) New Trends in HR

* * * *