

**CDOE**  
**BACHELOR OF COMPUTER APPLICATIONS**  
**B.C.A. Sem-VI : WINTER :- 2021**  
**SUBJECT: I.T. ENABLED SERVICES**

**Day : Friday**  
**Date 25-02-2022**

**W-5349-2021**

**Time : 02:00 PM-05:00 PM**  
**Max. Marks: 80**

**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) Answer to both the sections should be written in **SAME** answerbook.

**SECTION – I**

- Q.1** What is BPO (Business Process Outsourcing)? Explain development and management of outsourcing process. (10)
- Q.2** What is e-learning? How e-learning is implemented in HP India? (10)
- Q.3** How does BPO help the enterprises in Human Resource and Supply Chain Management? (10)
- Q.4** Discuss various operations of call center and explain its HR (Human Resource ) strategies. (10)
- Q.5** What is ISP (Internet Service Provider) ? Explain various business models for ISP. (10)
- Q.6** List and explain various IT (Information Technology) enabled services. (10)
- Q.7** Write short notes on **ANY TWO** of the following (10)
- i) Disaster Management
  - ii) Strategic outsourcing
  - iii) WAN & LAN

**SECTION – II**

- Q.8** What is VoIP (Voice over Internet Protocol)? Explain the VoIP revolution. Write the advantages of VoIP in enterprises. (15)
- Q.9** Elaborate vendor evaluation and selection process for BPO. Explain various marketing strategies used in it. (15)
- Q.10** Explain the following concepts (15)
- i) Teleconferencing
  - ii) Video conferencing
  - iii) Satellite communication

\* \* \* \* \*