

**Subject : I.T. Enabled Services**

Day : Wednesday  
Date : 18/06/2014



Time : 10.00 AM TO 1.00 PM  
Max Marks : 80 Total Pages : 1

**N.B.:**

- 1) Attempt **ANY FIVE** questions from section - I and attempt **ANY TWO** questions from Section - II.
- 2) Answers to both the sections should be written in the same answer book.
- 3) Figures to the right indicate **FULL** marks.

**SECTION - I**

- Q.1** Explain management of outsourcing implementation [10]
- Q.2** Explain management of implementation in software development outsourcing. [10]
- Q.3** State and explain finance and accounting in BPO. [10]
- Q.4** What is Business process outsourcing? Explain Disaster Management. [10]
- Q.5** What is Business process outsourcing? Explain marketing strategies. [10]
- Q.6** What is Voice Portal? Explain kind of interaction involve in Voice Portal. [10]
- Q.7** What is e-learning? Explain the need of e-learning. [10]

**SECTION - II**

- Q.8** Explain VoIP service and explain the working of LINE (Android Application). [15]
- Q.9** What is IT enabled services? Explain any one IT enabled service in detail with suitable example. [15]
- Q.10** Discuss the VIDEOCON dish TV in terms of clients, challenges, solution and result. [15]

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