

Subject : I.T. Enabled Services

Day : Monday
Date : 06/06/2016



Time : 02.00 PM TO 05.00 PM
Max Marks : 80 Total Pages : 1

N.B.:

- 1) Attempt **ANY FIVE** questions from Section – I.
 - 2) Attempt **ANY TWO** questions from Section – II.
 - 3) Figures to the right indicate **FULL** marks.
-

- Q.1** Explain various issues involved in mobile computing system design. **(10)**
- Q.2** Explain any five critical success factors for BPO operations. **(10)**
- Q.3** Explain advantages and disadvantages of outsourcing. **(10)**
- Q.4** Explain in detail SCM. **(10)**
- Q.5** Explain different services provided by internet. **(10)**
- Q.6** Explain about call center in relation with CRM. **(10)**
- Q.7** Write short notes on **ANY TWO** of the following: **(10)**
- a) Video Conferencing
 - b) HR Outsourcing
 - c) e-learning

SECTION - II

- Q.8** How does outsourcing benefit both the countries USA & India? Explain. **(15)**
- Q.9** Explain in detail the implementation of e-learning in primary school education. **(15)**
- Q.10** A television manufacturing company wants to outsource some of the back-end activities to reduce costs. Suggest the criteria for selecting the BPO vendor. **(15)**

* * * * *