

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

Day : Friday  
Date : 09/12/2016



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

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**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.
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- Q.1** Do you think that the role of digital imaging and animation is justified in today's requirement of I.T. sector? Explain. **(10)**
- Q.2** Explain the various issues involved in mobile computing system design. **(10)**
- Q.3** Explain various business models of Internet service provides. **(10)**
- Q.4** Explain any five critical success factors for BPO operations. **(10)**
- Q.5** Explain in detail Voice Over Internet Protocol. **(10)**
- Q.6** Explain Process Transition for an Outbound Call Center Project. **(10)**
- Q.7** Write short notes on **ANY TWO** of the following: **(10)**
- a) HR Outsourcing
  - b) e-learning
  - c) Helpdesk

**SECTION - II**

- Q.8** How does outsourcing benefits both the countries USA and India? Explain. **(15)**
- Q.9** A well known MBA institutes aims to achieve excellence in training and development field through e-learning. Explain advantages of e-learning. **(15)**
- Q.10** Explain the various technologies used in a typical call center to carry out incoming and outgoing calling activities. **(15)**

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