

Subject : IT Enabled Services

Day : Friday
Date : 03/06/2016



Time : 10.00 A.M. TO 1.00 P.M.
Max Marks : 70 Total Pages : 1

N.B.:

- 1) Attempt any **FOUR** questions from Section –I.
- 2) Attempt any **TWO** questions from Section –II.
- 3) Figures to the right indicate **FULL** marks.
- 4) Answers to both the sections should be written in the **SAME** answer book.

SECTION-I

- Q.1** What are different IT enabled services potentially offered to health care sector. **(10)**
- Q.2** What are the New trends in HR? Explain in detail. **(10)**
- Q.3** Explain impact of BPO on Mobile services. **(10)**
- Q.4** Explain Credit card operations in detail. **(10)**
- Q.5** Write short notes on any **TWO**: **(10)**
- a) Call centers
 - b) B2B Tele–Calling
 - c) Knowledge transition

SECTION-II

- Q.6** What is supply chain management? Explain SCM in auto manufacturer. **(15)**
- Q.7** Explain various evaluation factors in case of selecting an outsourcing partner. **(15)**
- Q.8** India has become major hub for banking and financial services. Write your views. **(15)**

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