

Subject : IT Enabled Services

Day : Wednesday
Date : 07/12/2016



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. Each question carries **10** marks.
 - 2) Attempt **ANY TWO** questions from Section-II. Each question carries **15** marks
 - 3) Answers for both the sections to be written in the **SAME** answer book.
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SECTION-I

- Q.1** What is disaster management? Explain the steps involved in disaster management.
- Q.2** What are the critical success factors for BPO operations? Explain in detail.
- Q.3** Explain in detail the various strategies adopted by Call centers to reduce attrition.
- Q.4** Explain vendor evaluation and selection process in BPO.
- Q.5** Write short notes on **ANY TWO** of the following:
- a) Credit card operations
 - b) Transition planning
 - c) New Trends in HR

SECTION-II

- Q.6** A bank wants to out source its various processes. What are the precautions required for maintaining the secrecy explain in detail?
- Q.7** Explain the various business processes that a typical manufacturing company out source.
- Q.8** Explain the various finance and account issues involved in Business Process outsourcing.

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