

Subject : IT Enabled Services

Day : Tuesday

Date : 03/06/2014

S.D.E.



Time : 10.00 A.M. TO 1.00 P.M.

Max Marks : 70 Total Pages : 1

N.B.

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

SECTION - I

- Q.1 Explain the steps involved in selection process in BPO. (14)
- Q.2 What is Industry sector analysis? Write a note on health care industry analysis. (14)
- Q.3 What is BPO? Explain the capabilities required in BPO. (14)
- Q.4 Explain Transition planning and Program management in BPO. (14)
- Q.5 Write short notes on any **TWO**: (14)
- a) CRM
  - b) Disaster management
  - c) Credit card.

SECTION - II

- Q.6 'JARVIS' Inc. is a multinational private sector finance company, engaged in venture capital business. It has a big clientele in many countries in Europe and America. The volume of their existing and potential customers is large. So 'JARVIS' wants to appoint a 'ITES' providers to handle their customer contact and documentation. As an advisor to 'JARVIS' make a list of features expected and services that should be provided by the prospective service provider for 'JARVIS'. (14)
- Q.7 Discuss the impact of emerging technologies on 'BPO' business. (14)
- Q.8 Describe the challenges and opportunities for any two of the following 'ITES'. (14)
- i) Transcription center
  - ii) Data warehouse
  - iii) Telemarketing

## Subject : Innovation &amp; Technology Management

Day : Friday

Date : 06/06/2014

S.D.E.



19160

Time : 10.00 A.M. TO 1.00 P.M.

Max Marks : 70 Total Pages : 1

## N.B.

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

## SECTION - I

- Q.1 Explain the need and specificity of supply chain management (SCM) in Indian market. (14)
- Q.2 What are the problems faced by small and medium size industries in ERP (Enterprise Resource Planning) selection and implementation? (14)
- Q.3 What is e-business? Explain its merits. (14)
- Q.4 Explain the importance of regression analysis in technology forecasting. (14)
- Q.5 Write short notes on any **TWO** of the following: (14)
- a) Delphi technique
  - b) Diffusion strategies
  - c) CRM solutions

## SECTION - II

- Q.6 You are appointed as the SCM manager in M/s Sheetal Industries Pvt. Ltd. manufacturing auto parts. What steps will you follow to implement SCM? (14)
- Q.7 How will you handle security and privacy issues in e-business in research and development organisation? (14)
- Q.8 A manufacturing industry wishes to re-engineer all their processes. As an expert what guidelines you will provide for re-engineering. (14)

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**Subject : Fundamentals of Information Technology**

Day : Monday

Date : 02/06/2014

**S.D.E.**   
19156

Time : 10.00 A.M. TO 1.00 P.M.

Max Marks : 70 Total Pages : 1

**N.B. :**

- 1) Attempt any **THREE** questions from Section-I and any **TWO** questions from Section-II.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answer to both sections should be written in **SAME** answer book.
- 4) Assume suitable data if necessary.

**SECTION-I**

- Q.1** What is System? Explain in detail applications of IT in different fields. (14)
- Q.2** Explain various Input/ Output devices in detail. (14)
- Q.3** What is a flowchart? Explain the various symbols used for drawing a flowchart. (14)
- Q.4** What is Operating System? Explain Disk Operating System in detail. (14)
- Q.5** What is File System? Explain in detail different types of files. (14)

**SECTION-II**

- Q.6** What is Computer Network? Explain in detail LAN, MAN, WAN along with their features. (14)
- Q.7** a) Explain concept of Internet along with various problems occurred. (07)  
b) Explain various browsers along with their features. (07)
- Q.8** a) Explain different types of transmission media. (10)  
b) Write note on : (Any TWO) (04)  
i) Virtual Reality  
ii) Kernel  
iii) E-mail

**Subject : Organizational Behavior**

Day : Thursday

Date : 05/06/2014

**S.D.E.**



19159

Time : 10.00 A.M. TO 1.00 P.M.

Max Marks : 70 Total Pages : 1

**N.B.:**

- 1) Attempt **ANY THREE** 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 Discuss in detail the challenges faced by Organizational Behaviour in today's scenario. [14]
- Q.2 What is personality? Enumerate the factors having bearing on personality. [14]
- Q.3 Discuss the contrast between Transactional and Transformational leadership style. [14]
- Q.4 What is Interpersonal Conflict? Explain any one method of resolving interpersonal conflict. [14]
- Q.5 Write short notes on **ANY TWO** of the following: [14]
- a) Charismatic leadership
  - b) Determinants of organization design
  - c) Importance of learning organization

**SECTION – II**

- Q.6 You are working as a supervisor for a manufacturing organization. You want to form teams at the shop floor level. Explain the various processes that you would need to initiate to build a team. [14]
- Q.7 How would you apply Abraham Maslow's Hierarchy of Needs Theory to motivate your workers at the work place? [14]
- Q.8 What factors contribute to Work Design? Why is it important for the study of Organizational Behaviour? [14]

**Subject : Managerial Economics**

Day : Wednesday

Date : 04/06/2014

**S.D.E.**



19158

Time : 10.00 A.M. TO 1.00 P.M.

Max Marks : 70 Total Pages : 1

**N.B:**

- 1) Attempt **ANY THREE** 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 What do you mean by Cost Curves? Explain the application of cost curves in Managerial decisions. (14)
- Q.2 Explain the concept of national income. Distinguish between GDP, GNP, NDP and NNP. (14)
- Q.3 Elaborate upon the Causes and Effects of Inflation. (14)
- Q.4 What is Demand? Explain the various factors affecting Demand. (14)
- Q.5 Write short notes: (**ANY TWO**) (14)
- a) Elasticity of demand
  - b) Aggregate Consumption
  - c) Break Even Analysis

**SECTION-II**

- Q.6 What is Fiscal Policy? Explain the tools of Fiscal Policy. (14)
- Q.7 Elaborate upon the theories of Firm and their applications for Managers. (14)
- Q.8 'Managerial Economics facilitates the Business Decision making'. Comment. (14)