

**NEW**

**2016**

**M B A**

**4th Semester Examination**

**Subject : INFORMATION TECHNOLOGY ENABLED SERVICES**

**(Specialization : Operations and Systems Management)**

**PAPER—OS—402**

*Full Marks : 100*

*Time : 3 Hours*

*The figures in the right-hand margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

*Illustrate the answers wherever necessary.*

1. Answer any *eight* questions : 8×5

- (a) Briefly describe the procedure and powers of the Cyber. Appellate Tribunal under the Indian IT Act, 2000.

*(Turn Over)*

(b) (i) What is the Medical Transcription ?

(ii) Fill in the undernoted table :

*American Spelling*

*English Spelling*

- Orthopedic
- Hemorrhoids
- Feces
- Anesthetist

- (c) Detail out the key demand drivers for IT industry in India.
- (d) Write a short note on the skill requirements and skill gaps specific to Pre-sales & Business Analysis.
- (e) Elucidate the policy initiatives of the Govt. of West Bengal for the promotion of ITES sector in West Bengal.
- (f) Detail out in brief the typology of IT services and ITES.
- (g) Elucidate the recent emerging trends of the Indian ITES industry.
- (h) Briefly discuss the evolution and size of the ITES industry in India.

- (i) Mention briefly the role played by the Govt. of India is driving the growth of IT and ITES industry.
- (j) Briefly state the demographic and workforce characteristics engaged at the Indian IT & ITES industry.
- (k) Mention the multiple type of job roles that come under the scope of Application Development.
- (l) Discuss the issues and challenges related to the current state of IT and ITES training infrastructure in our country.

2. Answer any *four* questions : 4×10

- (a) Discuss the 'Programme Pillars' as enunciated under Digital India.
- (b) Write a detail note on the Location Readiness India — a diagnostic tool for understanding the country's competitiveness in the domain of ITES.
- (c) (i) What is outsourcing?  
(ii) How is outsourcing linked to ITES?
- (d) Delineate the SWOT analysis pertaining to IT and ITES industry of India.

- (e) List out the offences and the corresponding penalties prescribed U/s 66 & 67 of the Indian IT Act.
- (f) Briefly describe the functions of Controller of Certifying Authority as noted in the Indian IT Act.

**[ Internal Assessment : 20 Marks ]**

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