MASTER OF BUSINESS ADMINISTRATION (NETWORK INFRASTRUCTURE MANAGEMENT) (MBANIM)

00163

Term-End Examination

December, 2012

MCR-020 : OUTSOURCING AND VENDOR MANAGEMENT

Time : 3 hours   *Maximum Marks : 100*

*Note :   Attempt **any five** questions. All questions carry **equal** marks.*

1.   "VRM , or vendor relationship management is a   20
     category of business activity made possible by
     software tools that provide customers with both
     independence from vendors and better means for
     engaging with vendors. These same tools can also
     apply to individuals' relations with other
     institutions and organizations." Explain and
     Elucidate with the help of suitable example.

2.   Delivery Management is a much broader scale of   20
     project management. It is the organization,
     administration, and supervision of the people,
     processes, and technologies.   Which when
     combined into a comprehensive plan, provides the

business and technical functions needed to successfully achieve what a client expects to receive. Explain the elucidate with the help of suitable example.

3. At the heart of every successful outsourcing engagement is a well-written service level agreement (SLA) that codifies the requirements and expectations of all parties and is supported by a set of objective metrics. These metrics provide a fair means of assessing the ongoing performance of the relationship, thereby serving as a motivational tool and a basis for continuous process improvement efforts. Explain and elucidate with the help of suitable example.   **20**

4. Explain and elucidate with the help of suitable example.   **10+10=20**

   (a) Outsourcing involves transfer of responsibility from an organization to a supplier.

   (b) Common sense must prevail when selecting metrics.

5. Explain *any four* of the following Acronym :   **4x5=20**

   | KPO | LPO | SLA | FCR | TAT |

6. Briefly Comment on *any four* of the following :   4x5=20

- Outsourcing, on the other hand, can be either foreign or domestic.

- Seeking to implement the cost-cutting solutions, many Western European Firms have been transferring tech projects eastward.

- Delivery organization has to be in sync with the sales group or internal organization requesting the work on the front end and the support team on the back end.

- Individual also has more direct involvement with management at a higher level such as with the client, third party vendors, executive steering committees, board of directors etc.

- Service level agreements are, by their nature, "output" based.

7. Distinguish between *any two* of the following : 2x10=20

- Warranties and Remedies
- Corporate level SLA and Customer Level SLA
- Strength and Weakness

8. Write short notes on *any four* of the following : **4x5=20**

- Solicit feedback
- Ending an Agreement
- Reference Check
- Off-shoring
- Competitive Advantage

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