

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

00792

Term-End Examination

June, 2012

**MCR-020 : OUTSOURCING AND VENDOR
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

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

1. "Outsourcing is the process of contracting an existing business function or process of an organization to an independent organization, and ceasing to perform that function or process internally, instead purchasing it as a service". Explain and Elucidate with the help of suitable example. **20**

2. There are many likenesses between a project manager and delivery director. Whereas the project manager will get into more of the details, the delivery director oversees what is going on at a higher level and across more areas of responsibility. The delivery director is typically a more experienced individual that gets assigned to the larger, more visible projects. Explain and Elucidate with the help of suitable example. **20**

3. A service-level agreement (SLA) is a part of a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance. Explain and Elucidate with the help of suitable example. 20
4. Explain and elucidate with the help of suitable example : 10+10=20
- (a) The most common reasons why companies decide to outsource include cost reduction and cost savings, the ability to focus on core parts of its business, access to more knowledge/talents and experience, and revenue or profit.
 - (b) Internet service providers will commonly include service level agreements within the terms of their contracts with customer.
5. Explain *any four* of the following Acronym : 5x4=20
- (a) ITO
 - (b) BPO
 - (c) RFP
 - (d) VRM
 - (e) TSF

6. Briefly Comment on *any four* of the following : **5x4=20**
- (a) Outsourcing has become one of the key restructuring tools for companies seeking to boost their growth and business performance.
 - (b) Two organizations may enter into a contractual agreement involving an exchange of services and payments.
 - (c) Before outsourcing an organization is responsible for the actions of all their staff and liable for their actions.
 - (d) "Outsourcing" became a popular political issue in the United States, have been confounded with off-shoring.
 - (e) Lot of internal selling going on at various levels.
7. Distinguish between *any two* of the following : **10x2=20**
- (a) Fees and Expenses
 - (b) Project, Program and Delivery Management
 - (c) Customer-based SLA and Service-based SLA
8. Write short notes on *any four* of the following : **5x4=20**
- (a) Life Cycle Management
 - (b) Gather Customer Feedback
 - (c) Intellectual Property
 - (d) SLA Metrics
 - (e) General Agreement Clause
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