

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

Term-End Examination

December, 2013

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

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions.

All questions carry equal marks.

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1. Describe issues and concerns of three major functions of delivery management. 20
 2. (a) What are the partner services of vendor relationship management ? 10
(b) Explain the soft skills in managing vendor performance. 10
 3. Write short notes on the following : 20
 - (a) SLA Matrices
 - (b) General agreement clause
 - (c) Intellectual property
 - (d) Life cycle management.
 4. Explain any four of the following : 20
 - (a) ITO
 - (b) BPO
 - (c) RFP
 - (d) VRM
 - (e) TSF

5. Write short notes of the following : 20
- (a) SLA monitoring tools.
 - (b) Need for SLA's
 - (c) Functions of SLAs
 - (d) SLA Processes
6. Explain and elucidate service level agreement 20
with examples.
7. Explain the problems without sourcing 20
implementations with suitable examples.
8. Explain with illustrations the three major 20
functions to the delivery management.
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