

00570

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

Term-End Examination

June, 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. Write short notes on the following : 20
- (a) SLA Metrics
 - (b) General Agreement Clause
 - (c) Intellectual property
 - (d) Life Cycle Management
2. Explain **any four** of the following : 20
- (a) ITO
 - (b) BPO
 - (c) RFP
 - (d) VRM
 - (e) TSF

3. Explain and elucidate Service Level Agreement (SLA) with examples. 20
4. Explain *any two* of the following : 20
- (a) Fees and Expenses
 - (b) Project Program and Delivery Management
 - (c) Customer-based SLA and Service-based SLA
5. Explain the problems of outsourcing implementations with suitable examples. 20
6. Explain with illustrations the three major functions of the Delivery Management. 20
7. (a) Explain the purpose of Service-Level-Agreement (SLA) with examples. 10
- (b) Describe the main issues concerning SLA Metrics. 10
8. Explain the following : 20
- (a) SLA monitoring tools
 - (b) The need for SLAs
 - (c) Functions of SLAs
 - (d) SLA processes