

## Course Title: IT ENABLED SERVICES

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### Objective of the Course:

To impart the knowledge of **Outsourcing** to the students and training those to be theoretically & technically sound in the areas of *Requirement Gathering, Operations Process Set up* and *Project & Operations Management*.

### IT Enabled Services

Global Outsourcing Market on a Growth Path; The Indian IT Enabled Services Market; The Indian Contract Services Market; Project Work; Networking, Data Communication & Computer Networks Infrastructure; Software Technologies & Frameworks; The Medical Transcription Market; Back Office Operations, GIS, Animation, Engineering and Design Services, On line Training; Project Work; Disaster Recovery Strategies; Business Models Driving IT Enabled Service; India's Challenge in the IT Enabled Services Space; Project Work; HR and Quality Issues in IT Enabled Services; Challenges Facing the Indian IT Enabled Outsourcing Market.

**Unit I :** Global Outsourcing Market on a Growth Path; The Indian IT Enabled Services Market; The Indian Contract Services Market

**Unit II :** Project Work; Networking, Data Communication & Computer Networks Infrastructure; Software Technologies & Frameworks

**Unit III :** The Medical Transcription Market; Back Office Operations, GIS, Animation, Engineering and Design Services, **Other Emerging verticals in outsourcing**, On-line Training

**Unit IV:** Disaster Recovery Strategies; Business Models Driving IT Enabled Service; India's Challenge in the IT Enabled Services Space

**Unit V:** HR and Quality Issues in IT Enabled Services; Challenges Facing the Indian IT Enabled Outsourcing Market.

**Suggested Textbooks:**

1. The Offshore Advantage, 2e Hillary Kobhayashi Mark, Springer (India) Pvt. Ltd.