

MANAGEMENT OF IT ENABLED SERVICES

**Learning Objective:** This course aims to introduce the students to the newly emerging area of IT enabled service sector and its competitive strength as against the traditional service sector.

**Course Contents:**

**Unit I**

**Lectures: 10**

Introduction to IT Enabled Services, meaning of IT Enabled services, users of IT Enabled services, technology involved, deployment issues in establishment of IT Enabled services, Medical, Legal, E-Banking, E-Business,

**Unit II**

**Lectures: 12**

Medical Transcription And Editing:- Medical Terminology Dictation Tapes, Transcribe all forms of medical reports, laboratory, Data, diagnostic assessments, and health records. Medical Records Management: American Association for Medical Transcription, Understanding Medical Records, Model Report Forms

**Unit III**

**Lectures: 10**

An Overview Of Indian IT Law:- Introduction to Indian Judicial System, Introduction to indian Legal System, Understanding of IT Law. IT Act, 2000 with amendments: Scope, Electronic signature, Offences and punishment under the act.

**Unit IV**

**Lectures: 12**

Court System And Legal Terminology:- Pronunciation, spelling, and definition of legal terms, phrases, abbreviations, symbols and reference source used by attorneys. The basic vocabulary of the language of the law includes attorney-client relations, contracts and agreements, criminal law, family law, and court terminology.

**Unit V**

**Lectures: 12**

Legal Transcription And Editing:- The student will learn to process, format and transcribe a variety of law office documents. An intensive review of language skills will cover spelling, grammar, punctuation, sentence structure, proofreading, and editing. Students will develop a working knowledge of a variety of legal forms and documents including letters, memos, briefs, pleadings, agendas, transcripts, reports, and wills, Visual and Audio Aides will be provided for Legal and Medical Terminology, Legal and Medical Transcription and Editing.

**Text Books:**

1. Awad, E.M. (2002). *Electronic Commerce: From Vision to Fulfillment*. New Delhi. Prentice Hall of India.
2. Chen, S. (2001). *Strategic Management of E-business*. New York: John Wiley.

**References :**

1. Cunnigham, M. J. B-2-B (2001). *How to build a Profitable E-Commerce Strategy*. Massachusetts: Perseus Publishing.
2. Earle, N., & Keen, P. (2000)*From .com to .profit: Inventing Business Models that Deliver Value and Profit*. San-Francisco: Josse-Bas.
3. Turner, C. (2000)*The Information e-economy: Business Strategies for Competing in the Digital Age*. London. Kogan Page.
4. Hagel, J., & Armstrong, A. G. (1997) *Net Gain. Expanding Markets through Virtual Communities*. Boston. Harvard Business School Pres.
5. Siebel, T. M. (2001). *Taking Care of e-Business*. New York: Currency.
6. Wilsdon, J. (1997). *Digital Futures*. New York. Butter Worth.