Seat No. _____

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University of Pune
Department of Management Sciences (PUMBA)
Executive MBA
2nd Year (Semester – III) External Exam Nov. 2013
305(E)- HR and Infrastructure Management in IT

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Time: 2hrs.   **Marks: 50**

Q. 1. Case Study – Compulsory Question.   **(20)**

Siddhartha Kumar was desperate and hapless. Banks were not ready to fund his dream project. He needed the seed money for his new venture, of starting his own software company. After looking at innumerable alternatives, he decided to sell his only possession – his house, to fund his project.

In 1998, he started his dream company and christened it as 'Stra-tech', which had 45 employees and 60 terminals. Siddhartha's past experience in various IT companies helped him learn the nuances of this trade. Stra-tech survived the IT slump during the year 2000, the company kept thriving very well. By 2005, there were 700 employees working in two branches.

The employability ratio in India is not very encouraging. Since, Stra-tech was relatively a small company; it did not attract the cream of students. Mediocre students also applied. However, Stra-tech preferred to recruit and select applicants with at least a year of experience in their kitty.

At this juncture, a peculiar problem was noticed by the HR team of Stra-tech. Most of the credentials, such as the experience certificates submitted, were fake. There were small companies, which sold these certificates to students who had remained jobless over a period of time, to fill the time gap. The price, which these companies charged were nominal and several availed of this shortcut.

The HR team was startled to know after some peering into the documents that, most of their current employees had also submitted fake documents. Candidates, who had applied, had also quoted false details about their work history, in their resumes. The HR team realized this was a common problem faced by the entire industry.

The HR team alerted the chairman Siddhartha Kumar about it. In an ad hoc meeting that was hurriedly convened, some suggested that the offenders must be flushed out, while others were afraid of finding replacements if that was done.

The company had a policy of selecting candidates with at least a year's experience. It was decided that the company's policy of selecting people with prior experience alone, be scrapped, save a few key designations.

1.   Would   altering   the   company's   policy   will   solve   the   problem?
2.   Analyze this issue keeping the IT scenario in India in mind.

Q. 2: Write in detail on any 3 of the following.   (30)

All questions carry equal marks.

1. What are the observed best practices related to compensation management in the IT industry in India?
2. Write a detailed note on Infrastructure Management.
3. Explain some HR initiatives or practices by IT organizations that have been unique to this industry, and have been later on followed by other industries globally.
4. Training and Development in the IT industry
5. Need for proper career development in software organizations.