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Chapter III  IT Industry in India – The Growth of IT industry in India and Bengaluru; National e-Governance Plan (NeGP); Statewide Area Networks (SWANs); State Data Centers (SDCs); Common Serviced Centers; National Knowledge Network; Electronics Hardware Manufacturing Software Technology Parks of India (STPI); Community Information Centre (CIC); Open Technology Center (OTC); Other Initiatives: Nano technology, High Performance/Advanced Computing; High Performance Computing; Grid Computing; The Observations of NASSCOM-McKinsey Report on Indian IT Industry 201: Exports market: Geographic focus: Vertical Markets, Service Lines: Domestic market: Indian IT-BPO Value Proposition; Transformational Business impact, Verticalised solutions, Technology enablement Process innovation/re-engineering, Service Delivery maturity Scalability, Sustainability, Future Outlook.

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Chapter V Employee Management and Employee Retention in the Organizations Studied - CISCO; Dover Solutions India; KTwo Technologies; Philips Innovation Campus (PIC), Bangalore; Professional Access (PA); Siemens Information Systems Ltd. (SISL); Sonicwall®; Symphony Services; and Wipro Technologies.
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