

**POST GRADUATE DIPLOMA IN LEGAL  
PROCESS OUTSOURCING (PGDLPO)**

**Term-End Examination**

00029

**December, 2014**

**MLEI-002 : SKILLS, PERSONAL EFFECTIVENESS  
AND ENTERPRISE DEVELOPMENT - I**

*Time : 2 hours*

*Maximum Marks : 50*

**Note :** *This paper consists of two parts. Part A and Part B. Both parts are compulsory.*

**PART A**

*All the questions from this part are compulsory. Each question carries 2 marks. 10×2=20*

1. Another term used for shared services is,
  - (a) outsourcing
  - (b) off-shoring
  - (c) outbouding
  - (d) in-sourcing

2. Project management consists of which options from the following :
- (i) Task sequencing
  - (ii) Resource allocation
  - (iii) Quality control
  - (iv) Scheduling
- (a) (i) and (ii)
- (b) (ii) and (iii)
- (c) (i) and (iv)
- (d) (i), (ii), (iii) and (iv)
3. Which of the following is *not* a pure play LPO ?
- (a) Clutch Group
  - (b) Pangea
  - (c) Clifford knowledge centre
  - (d) SDD Global
4. What is meant by in-house ?
- (a) The law firm that advises a corporation
  - (b) The legal department of a corporation
  - (c) The LPO team dedicated to only one client
  - (d) None of the above

5. PNP, an LPO in Bangalore, India is a Subsidiary of Global Group LLP, a Law firm based in Chicago; PNP undertakes legal work for corporations and law firms in the USA. The arrangement between PNP with its client is called.
- (a) Onshore outsourcing
  - (b) Onshore shared services
  - (c) Outsourcing offshoring
  - (d) Share services offshoring
6. ISO : 27001 Certification is a/an
- (a) internationally recognized standard utilised to protect data
  - (b) nationally recognized standard utilised to protect data
  - (c) internationally recognized pure play LPO
  - (d) Indian based BPO
7. The third generation of outsourcing is a/an
- (a) in-house legal department outsourcing its contract review to an outsider vendor
  - (b) company outsourcing its I.T. development work to a software company
  - (c) law firm outsourcing its payroll and billing to an outside vendor
  - (d) hospital outsourcing the work of medical transcription to an outside vendor

- 8.** The three important components in an LPO transaction are
- (a) Project, Attorney, Client
  - (b) Client, Vendor, Project
  - (c) Vendor, Attorney, Client
  - (d) Vendor, Project, Attorney
- 9.** The major drawback of billing client on an hourly basis is that,
- (a) It is cumbersome to keep track of billing
  - (b) It is a billing system used only in the U.S.A. and the U.K
  - (c) It gives lawyers incentive to work inefficiently
  - (d) It makes the lawyer lie about the time spent on a matter
- 10.** Legal Coding
- (a) is an investigation into an entity by the examination of documents
  - (b) allows parties in a business transaction to upload relevant documents in secure environment
  - (c) is a process of summarizing or making of keyword data from a document, so as to enable easy retrieval of data
  - (d) determines the nature of work that an LPO professional can undertake

## PART B

Answer any **three** of the following questions. Each question carries 10 marks. 3×10=30

11. What is meant by 'outsourcing' ? Explain with the help of examples.
  12. India is an attractive destination for legal outsourcing work. Examine.
  13. Differentiate between Request for Proposal (RFP) and Statement of Work (SOW).
  14. Write notes on the following :
    - (a) General Agreement on Trade in Services
    - (b) Due Diligence
  15. Discuss the different types of work that take place in LPO.
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