

No. of Printed Pages : 4 **BPOI-001/BPOI-101**

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING–FINANCE AND  
ACCOUNTING (DBPOFA)**

**Term-End Examination**

**December, 2021**

**BPOI-001/BPOI-101 : INTRODUCTION TO  
FINANCE AND ACCOUNTING–BPO**

*Time : 3 Hours*

*Maximum Marks : 100*

**Note : Section–I : All questions are compulsory.**

**Section–II : Attempt any *six* questions out of 8.**

**Section–III : Question No. 11 is compulsory.  
Attempt any *two* questions from Q. Nos. 12  
to 15.**

**Section—I**

1. Fill in the blanks : 1 each
- (a) Enhancing the productivity and .....  
of the business is the major reason for  
outsourcing.

- (b) ..... department ensures that the  
process is migrated properly from the  
clients location to the BPO.
- (c) Transferring functions to lower cost  
environment is to ..... .
- (d) ..... is the only organisation which  
allows its accounting employees to learn  
ways and practices of global accounting.
- (e) Employees in Process Associate/Call  
Centre agent roles report to employees at  
..... band.

2. State whether the following statements are  
True or False : 1 each
- (a) WAN is world area network.
- (b) The application of information technology  
to automate activities in an organisation is  
termed as computerisation.
- (c) Finance and accounting jobs at the entry  
level are more analytical than  
transactional in nature.
- (d) Base cost reporting is a part of closing and  
reporting function.
- (e) Record to Report (R2R) is also called as  
Reconciliations (Bank/Supplies/Customer).

**Section—II**

**Note :** Answer any **six** questions out of 8.

3. Explain the benefits of outsourcing. 5
4. Which BPO is better, captive or third party ?  
Give reasons. 5
5. What do you mean by horizontal dimensions in  
BPO ? Explain any *one* service under the same. 5
6. "People are what most BPO's are made up of."  
Elaborate. 5
7. What parameters/criteria does an employer  
look while hiring an employee for F&A BPO ? 5
8. Define core process with example. 5
9. How is F&A outsourcing beneficial for the  
customer ? Explain. 5
10. What types of invoices are required to handle  
accounts receivables ? Explain. 5

**Section—III**

**Note :** Question No. 11 is compulsory. Attempt any  
**two** questions from Q. Nos. 12 to 15.

11. Explain the life cycle for a BPO process. 20

12. (a) The help desk services is the largest  
segment in the basket of outsourcing  
working. Explain. 10
- (b) HR activities are potential area for  
outsourcing. Explain the services that are  
being offered from India. 10
13. Why is the BPO industry a good choice for a  
young person to start their career ? Explain. 20
14. Explain the key implications of information  
security practices/policies for any employee. 20
15. What are the different ways in which  
information technology impacts the BPO  
Industry ? Explain any *one*. 20