

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

Term-End Examination

June, 2018

**BPOI-001 : INTRODUCTION TO FINANCE AND
ACCOUNTING (BPO)**

Time : 3 hours

Maximum Marks : 100

- Note :** (i) *Section - I : All questions are compulsory.*
(ii) *Section - II : Attempt any 6 questions out of 8.*
(iii) *Section - III : Question No. 11 is compulsory.*
Attempt any three questions from 12 to 16.

SECTION - I

1. (a) ITes stands for _____ 1
(b) Telesales and telemarketing are also known as _____ 1
(c) Outsourcing in the high end work is termed as _____ 1
(d) Working from home rather than going to an office is termed _____ 1
(e) Outsourcer is performing a task on behalf of the client in _____ stage. 1

- 2. True or False :**
- (a) Enhancing the productivity and accuracy of the business is the major reason for outsourcing. 1
 - (b) Payroll is a finance function. 1
 - (c) Base cost reporting is a part of closing and reporting function. 1
 - (d) BPO's are the only organisation which allow its accounting employee to learn ways and practices of global accounting. 1
 - (e) Competitive compensation is not a key reason why people join the BPO industry. 1

SECTION - II

(Attempt any 6 out of 8)

- 3. Why is there a need for outsourcing ? Explain. 5
- 4. What is spin offs ? Explain with examples. 5
- 5. "India is a leading Insurance Outsourcing Destination". Comment. 5
- 6. What is the difference between Accounts Payable and Procure to Pay ? 5
- 7. How can we gauge the impact of F & A outsourcing ? 5
- 8. What are the advantages of a career in F & A BPO ? 5

9. How does the implementation of an IT application help an organisation ? 5

10. What are the kinds of roles available in the industry ? 5

SECTION - III

(Question No. 11 is compulsory. Attempt any 3 questions from 12 to 16)

11. Explain the phases in F & A outsourcing cycle in BPO industry. What are India's advantage in global outsourcing ? 15

12. What are the challenges in using a custom developed software rather than a ready-made software package ? 15

13. Express your view on the career progression in F & A BPO. 15

14. Explain how India has advantages over other countries in outsourcing business list out various fields that can be outsourced to India to make an impact on economic growth. 15

15. What are the pros and cons of HR outsourcing as a whole ? 15

16. Explain the benefits of outsourcing and offshoring. 15