

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

Term-End Examination

00370

June, 2015

**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 the parts are compulsory.*

PART A

Attempt all the questions from this part. Each question carries 2 marks. 10×2=20

1. Which of the following elements differentiates 'outsourcing' from 'offshoring' ?
 - (a) Cost
 - (b) Related parties
 - (c) Location
 - (d) Nature of work

2. The transition in the business model from GECIS to Genpact is called _____ .
- (a) 'Shared services' to 'outsourcing'
 - (b) 'Shared services offshoring' to 'outsourcing offshoring'
 - (c) 'Onshore' to offshore'
 - (d) 'Offshore' to 'shared services'
3. Which of the following is *not* a pure-play LPO ?
- (a) UnitedLex
 - (b) QuizLex
 - (c) Clutch Group
 - (d) OSC – Clifford Chance Knowledge Centre.
4. _____ is the group of lawyers which are credited with initiating and promoting the need for LPO Services.
- (a) In-house Counsel
 - (b) Corporate Law firms
 - (c) Solicitors
 - (d) Barristers

5. _____ is the primary purpose of the first level document review.

- (a) Coding of documents for its easy retrieval
- (b) Identification of the documents that will win the case for the client
- (c) To identify whether the document is responsive or non-responsive in relation to the issue in the case
- (d) Reduction in cost of litigation.

6. Legal Coding

- (a) is a process of summarising or making of keyword data from a document so as to enable easy retrieval of data.
- (b) is an investigation into an entity by the examination of documents.
- (c) allows parties in a business transaction to upload relevant documents in a secure environment.
- (d) determines the nature of work that an LPO professional can undertake.

7. LPOs may offer the option of which of the following services :

- (i) Data entry and Data creation
- (ii) Legal transcription
- (iii) Objective coding
- (iv) Document conversion
- (a) (i) and (ii)
- (b) (ii) and (iii)
- (c) (iii) and (iv)
- (d) (i), (ii), (iii) and (iv)

8. The RFP is issued by the

- (a) LPO
- (b) Client organisation
- (c) Vendor
- (d) Project team

9. Identify the significance of Y2K in the context of the evolution of outsourcing.

- (a) Promoted the concept of outsourcing in IT industry.
- (b) Y2K signalled the widespread embrace of the Internet technology that made outsourcing possible.
- (c) The demand to rectify the Y2K problem increased the level of offshoring of IT related services.
- (d) None of the above

10. Which of the following is *not* a KPO Service ?

- (a) First level review of legal documents
- (b) Mortgage Document Processing
- (c) Debt Market Research
- (d) Transportation and Warehousing

PART B

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

11. Explain the term 'outsourcing' with the help of examples.
 12. What do you mean by the term 'Project management'? Explain the role of project manager in an organisation.
 13. Write short notes on the following :
 - (a) Benefits of Outsourcing
 - (b) Categories of LPOs.
 14. 'The trials, errors and success of the BPO industry have flattened the learning curve for the LPO Industry.' Explain in the light of challenges that need to be recognised and overcome by the LPO industry.
 15. How is the response to SOW (Statement of Work) in an LPO to be structured? What is the purpose of this response to the SOW?
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