

00176

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING - F AND A PROGRAMME**

Term-End Examination

December, 2011

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

Time : 3 hours

Maximum Marks : 100

Note : SECTION-I : All questions are compulsory.

SECTION-II : Any 6 questions out of 8.

*SECTION-III : Question No. 11 is compulsory. Any
3 questions from questions 12 to 16.*

SECTION-I (Total 10 marks)

1. (a) ITCS stands for _____. 1
- (b) Tele sales and telemarketing is also called as _____. 1
- (c) Outsourcing in the high end work termed as _____. 1
- (d) Issuing sales invoice is just a part of _____. 1
- (e) Procure to pay is more _____ in nature than _____. 1

2. *True or False*

- (a) GMT sets current time or official time around the globe. Most time changes are measured by GMT. 1
- (b) Under back office processes, BPO employees necessarily interact with the customers. 1
- (c) Invoice is issued before the purchase order in AR cycle. 1
- (d) F and A jobs the entry level are more analytical than transactions in nature. 1
- (e) BPO's are the only organisations which allow its accounting employees to learn ways and practices of global accounting. 1

SECTION-II

3. Define what is BPO and ITEs. 5
4. What are the common process being offered by the BPO industry ? 5
5. List the Major of f and A processes with brief explanation. 5
6. What are the benefits of outsourcing the financial services to India ? 5
7. List some of the main players in BPO. 5
8. List the differences between front office and back office range of services. 5
9. Define what is Record to Report and the nature of work which takes place. 5
10. Define IFRS. 5

SECTION-III

11. What are the benefits of outsourcing and list the advantages of the outsourcing ? 15
 12. What is spinoffs ? Explain with examples. 15
 13. Explain what is F and A outsourcing value Chain ? 15
 14. Give a brief on US and UK. Cultures ? 15
 15. Explain the working conditions in BPO. 15
 16. Explain what is information security in BPO with some examples. 15
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