

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

Term-End Examination

December, 2013

00211

**BPOI-001 : INTRODUCTION TO FINANCE AND
ACCOUNTING (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) Those _____ provide services not only for their parent company but also for a number of outside clients. 1
- (b) Post transition to BPO , the initial work execution testing process is called _____. 1
- (c) _____is provided when a customer receives a credit after the issuance of an invoice. 1
- (d) Daily Sales Outstanding is reduced by _____. 1
- (e) _____ has the component of voice of non voice. 1

2. True or False :
 - (a) F&A jobs at the entry level are more analytical than transactional in nature. 1
 - (b) An ERP is a large software that is implemented across corporation. It helps to co-ordinate between the different processes in the enterprise. 1
 - (c) Base Cost reporting is a part of doing and reporting function. 1
 - (d) Communication level is higher in back office processes as compared to front office. 1
 - (e) Confidentiality is an integral part of captive BPO. 1

SECTION - II

3. Explain the benefits of outsourcing and offshoring. 5
4. Explain the differences between the captive and third party outsourcing units. 5
5. If given a chance to work in the BPO Industry which process would you want to work in ? Why ? 5
6. Highlight some of the major Health care processes that has been outsourced and why. What are its advantages ? 5
7. Transition / Implementation is the most difficult phase of the F&A outsourcing process. Elaborate. 5
8. What are the kind of roles available in the BPO Industry ? 5

9. Explain briefly the two terms :
(a) web Technologies 2½
(b) work flow applications 2½
10. What are the perks offered with a job in BPO ? 5

SECTION - III

11. Why is the BPO Industry a good choice for a young person to start their career ? Explain the advantages and disadvantages of BPO as a career. 15
12. Explain the different types of BPO Services that is being outsourced to India. 15
13. What are the different ways in which information technology impacts the BPO Industry ? 15
14. Explain the benefits of F&A outsourcing to the economy as a whole. 15
15. Explain the different phases in F & A outsourcing cycle. 15
16. Express your view on the career progression in F & A BPO. 15
-