

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

**Term-End Examination**

**December, 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.*

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**SECTION - I**

**1. Fill in the blanks :**

- (a) The customers and vendor are linked via \_\_\_\_\_ 1
- (b) Focused BPO are also known as \_\_\_\_\_ 1
- (c) \_\_\_\_\_ is the upcoming wave in outsourcing. 1
- (d) Research and reporting is a part of \_\_\_\_\_ 1
- (e) Stability check is done in \_\_\_\_\_ 1

2. **True or False :**
- (a) F and A jobs at the entry level are more analytical than transactional in nature. 1
  - (b) Financial planning and forecasting coordinates the budgets and forecasts at regional level. 1
  - (c) The major purpose of assurance service is to provide dependent and void opinions. 1
  - (d) Service Bureaus is the synonym for call centres. 1
  - (e) Enhancing the productivity and accuracy of the business is the major reason for outsourcing. 1

## SECTION - II

(Attempt any 6 questions out of 8)

- 3. What is the difference between outsourcing and business process outsourcing? 5
- 4. What would you prefer - captive or third party? Explain. 5
- 5. "Transition/implementation is the most difficult phase of the F and A outsourcing process." Elaborate. 5
- 6. What factors attract individuals to make a career in F and A BPO? Explain in brief. 5
- 7. How does the implementation of an IT application help an organisation? Explain. 5

8. If you are a part of the Accounts receivable process, in your view what skill sets are required? Why? 5
9. What is the difference between Front office and Back office processing? 5
10. What are the stages for any outsourcing project? Briefly explain them. 5

### SECTION - III

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

11. Explain the benefits of outsourcing and offshoring? 15
12. If given a chance to work in the BPO industry which process would you want to work in? Why? 15
13. Explain the commonly seen Information Security practices at BPOs. 15
14. Explain how India is benefitted through Outsourcing? 15
15. "India is a leading Insurance Outsourcing destination". Comment. 15
16. Explain the following : 7½x2=15
  - (a) Importance of P2P
  - (b) Order to Cash (Accounts Receivable)