

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

**Term-End Examination**

**June, 2014**

**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 12 to 16.*

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**SECTION - I (Total 10 Marks)**

1. (a) Off shoring is a process where the customer sends their work to \_\_\_\_\_ . 1
- (b) \_\_\_\_\_ are administrative entities of the U.S. Postal Service. 1
- (c) Outsourcing of the high end work is termed as \_\_\_\_\_ . 1
- (d) Help desk services consist two types of work i.e. \_\_\_\_\_ and \_\_\_\_\_ . 1
- (e) \_\_\_\_\_ Act is a United States federal law enacted in 2002 which established new enhanced standards for all U.S. public companies. 1

2. **True or False :**
- (a) The early 2000 saw the ITes. industry as the next potential growth vehicle for exports for services for India. 1
  - (b) Companies start outsourcing with the critical essential processes. 1
  - (c) In third party outsourcing customer has a huge risk of government permits and tax compliance. 1
  - (d) Payroll is a finance function. 1
  - (e) BPO's allow its accounting employees to learn ways and practices of global accounting. 1

**SECTION - II (Total 30 Marks)**

- 3. What are the benefits of outsourcing the financial services to India ? 5
- 4. Define IFRS and USGAAP.  $2\frac{1}{2}+2\frac{1}{2}$
- 5. ERP packages constitute significant investment in time and expenses for an organisation. What are the key reasons for implementing them ? 5
- 6. What are the key factors that attract individuals to the BPO Industry ? 5
- 7. What are the parameters which employers look into while hiring an employee for F and A BPO ? 5
- 8. What are the pros and cons of HR outsourcing as a whole ? 5

9. What is the difference between outsourcing and business process outsourcing ? 5
10. Explain the Transition stage of the outsourcing project. 5

**SECTION - III (Total 60 Marks)**

11. What is the approach in F and A outsourcing ? Why are these processes being outsourced ? 15
12. Explain the different phases in F and A outsourcing. 15
13. Reflect on your readiness to face a BPO selection process based on the common selection criteria. Write down an assessment on the areas where you are strong and those area where you need to develop yourself. 15
14. Explain the BPO industry structure. List out the difference between captive and third party BPO. What would you prefer captive or third party ? Explain. 15
15. List out the key implication of information security policies for any employer. 15
16. List out the different ways in which information technology impacts the BPO industry. Highlight the differences between efficiency tools and Management tools. 15