

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

**Term-End Examination**

**December, 2010**

**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. *Fill in the blanks :*

- (a) \_\_\_\_\_ stage is when a team from the 1  
outsourcing company goes to the client site  
and carries out a do ability/feasibility study  
to determine what can be outsourced ?
- (b) Working from home rather than going to 1  
an office is termed as \_\_\_\_\_ .
- (c) The BPO Industry in India has been in 1  
existence for over \_\_\_\_\_ years.
- (d) \_\_\_\_\_ department handels all aspects 1  
of people's welfare.

(e) Transferring functions to lower cost environments is to \_\_\_\_\_ 1

**2. State True or False :**

(a) Video conferencing is a meeting with participants from 2 or more different sites using telecommunications to transmit audio and video signals from each site to all other sites. 1

(b) Search of Specific records is made faster in a non-automated process. 1

(c) The BPO companies tend to be geographically concentrated in a few small cities. 1

(d) Vertical Specific BPO services refer to offerings that require a low degree of vertical specific knowledge that is not easily replicable across industries. 1

(e) When goods are returned for credit pro- forma invoice is issued. 1

**SECTION – II (Total 30 marks)**

***Answer any 6 questions.***

3. State the key differences between 'capline' or 'Third Party' which is better ? 5
4. Reflect on your readiness to face a BPO selection process based on the common selection criteria state the common criteria of selection in a BPO set up. 5
5. Discuss the kinds of processes and the related opportunities that are being out sourced. 5
6. Explain the "Insurance" process that is outsourced to a BPO. 5
7. What is the value proposition of a career in F & A BPO ? 5
8. Describe the different levels/ hierarchy that exists in a BPO company. 5
9. Mention one benefit of outsourcing and explain in brief. 5
10. What constitutes Financial Planning and Analysis Solution ? 5

### SECTION – III (Total 60 marks)

11. Define Information Security. Explain the common practices followed by BPO organisations under this? 15
12. Give a brief on US & UK cultures ? 15
13. List out the various types of software applications that one would use while working in an F&A process. What is the brief function of each of them? 15
14. If you are a part of Accounts receivable process. In your view what skill sets are required ? And Why ? 15
15. Define the horizontal and vertical dimensions of nature of work for BPO's that is outsourced in India. Describe the different services under these two dimensions separately. 15
16. What are the different processes of the health care industry that gets out sourced and what are the benefits of outsourcing this work to India? 15

