

No. of Printed Pages : 5

**BPOI-001/
BPOI-101**

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING : FINANCE AND
ACCOUNTING (DBPOFA)
Term-End Examination
December, 2024**

**BPOI-001/BPOI-101 : INTRODUCTION TO
FINANCE AND ACCOUNTING (BPO)**

Time : 3 Hours

Maximum Marks : 100

Note : Section I : *All questions are compulsory.*

Section II : *Attempt any **six** out of eight questions.*

Section III : *Question No. 11 is compulsory.
Attempt any **three** questions from Question
No. 12 to 16.*

Section—I

Note : All questions are compulsory.

1. Fill in the blanks : 5×1=5
 - (a) Converting the records of the company from paper to an electronic form is known as work.

- (b) processes are very critical for the operation but would not add to the revenue for the organization.
- (c) Outsourcing in the high and work is known as
- (d) is often used with a new customer, this type of invoice requests payment in advance of the provision of goods or services.
- (e) The application of information technology to automate activities in an organisation is termed as

2. State True or False :

5×1=5

- (a) F & A jobs at the entry level are more analytical than transactional in nature.
- (b) Telecom is a shortened form of telecommunications.
- (c) Most of the BPOs work for international clients so they earn import revenue for the country.
- (d) International Financial Reporting Standards (IFRS) are a set of Accounting Standards and interpretations adopted by the Reserve Bank of India only.

- (e) Base cost reporting forms a part of Financial Planning and Analysis Solutions provided to companies.

Section—II

Note : Attempt any *six* questions out of eight questions.

3. There are largely four main stages of any outsourcing project. One stage in the transition stage. What are the key milestones that need to be achieved in this stage ? 5
4. Give a detailed account of the HR outsourced services that are being offered from India. 5
5. What is Procure to Pay ? Briefly explain the procure to pay process. 5
6. What are the types of roles available in the F & A BPO Industry ? 5
7. Highlight the differences between Efficiency Tools and Management Tools. 5
8. Any large organisation has various processes that are always running within the organisation to ensure the final output is produced. These processes are divided into three groups. List and describe each of the three groups. 5

9. Discuss in brief the growth of the BPO Industry in India. 5
10. Why are the Healthcare Services being outsourced to India ? List a few Healthcare Services that can be outsourced. 5

Section—III

Note : Question No. 11 is compulsory. Attempt any *three* questions from Question Nos. 12 to 16.

11. Most of the BPO work which is coming to India is from US and UK. Give a detailed analysis of the cultures of the two countries. Throw some light on the time zone differences in the two countries also. 15
12. Explain the advantages of outsourcing and off-shoring. 15
13. “As the market is growing for outsourcing we see that new areas and applications are coming up.” Elaborate on the statement. 15
14. Information Technology (IT) is the enabler that has made the modern BPO industry possible. Elaborate on the technologies that have acted as enabler for the growth of the BPO industry. 15

15. “Working in an environment where all the information is available on IT system poses a great threat to an organisation.” Examine this statement and state some of the commonly seen information security practices at BPOs. 15
16. The Indian BPO industry has a number of main players. Who are they ? What is the nature of work that these main players handle ? 15

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