

S.No. 5311

16 SMBEIT 1:3/
16 SMBECA 2:2/
16 SMBECS 2:3

(For candidates admitted from 2016–2017 onwards)

B.Sc. DEGREE EXAMINATION, APRIL 2022.

Part III — Information Technology/Computer
Applications/Computer Science — Major

BUSINESS PROCESS OUTSOURCING

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20)

Answer ALL questions.

1. Define the term outsourcing.
2. Write a note on BPO.
3. Discuss the rules and regulation in BPO.
4. Write the benefits of BPO business model.
5. Define the term contracts.
6. Discuss the role of suppliers.
7. Write a note on KPO.

8. Discuss the benefits of Agreement.
9. Write a note on service quality.
10. Write the note on BPO prerequisites.

SECTION B — (5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

11. (a) Explain the functions of business model for competitiveness.
Or
(b) Discuss the importance of outsourcing.
12. (a) Write a note on BPO business models.
Or
(b) Explain the benefits of transition management.
13. (a) Explain the role Service supplier selection.
Or
(b) Write note on BPO regulatory issues.
14. (a) Discuss the functions of BPO legal contract.
Or
(b) Discuss the benefits of BPO to KPO process.

15. (a) Write a short note on performance evaluation in BPO.
Or

- (b) Discuss the HR Challenges in BPO Industry.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

16. Discuss the role of Call centres.
17. Explain the BPO governance and its uses.
18. Discuss the legal issues in BPO contracts.
19. Explain the Service level agreement and its uses.
20. Discuss the Service quality issues in BPO.