

**S.No. 3347 16 SMBEIT 1:3/16 SMBECA 2:2/
16 SMBECS 2:3**

(For candidates admitted from 2016–2021 batch)

**B.C.A./B.Sc. DEGREE EXAMINATION,
NOVEMBER 2023.**

**Part III — Computer Applications/Information
Technology/Computer Science – Major Based Elective**

BUSINESS PROCESS OUTSOURCING

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20)

Answer ALL questions.

1. Write the scope of Outsourcing.
2. Define Transition management.
3. Write the BPO strategies.
4. Define the Business model.
5. Define Data security.
6. Write notes on Service Supplier Selection.
7. Define Access control.

8. What is mean by Value Chain?
9. Write the cultural issues in BPO.
10. Define BPO service quality.

PART B — (5 × 5 = 25)

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

11. (a) Explain the need for Outsourcing in detail.
Or
(b) Discuss on the BPO call centers in detail.
12. (a) Detail discussion about the Transition management.
Or
(b) Discuss the BPO governance in detail.
13. (a) Discuss about the BPO regulatory issues in detail.
Or
(b) Describe on the Service Supplier Selection in detail.
14. (a) Design the BPO Service Level Agreement in detail.
Or
(b) How to implement the up in the value chain? Explain.

15. (a) Describe on the BPO industry challenges.

Or

- (b) Discuss the service quality of BPO in details.

PART C — (3 × 10 = 30)

Answer any THREE questions.

16. Explain the various guideline needed for Outsourcing.
17. Illustrate the concepts of BPO governance model.
18. Explain in detail about Reducing Risk in BPO.
19. How to convert the BPO to KPO? Explain.
20. Explain in detail about HR management challenges in India.