



MURANG'A UNIVERSITY OF TECHNOLOGY
SCHOOL OF COMPUTING INFORMATION TECHNOLOGY
DEPARTMENT OF INFORMATION COMMUNICATION

UNIVERSITY ORDINARY EXAMINATION

2020/2021 ACADEMIC YEAR

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN
INFORMATION TECHNOLOGY**

UNIT CODE: SIT 054

UNIT TITLE-BUSINESS PROCESS OUTSOURCING

DURATION: 2 HOURS

Instructions to candidates:

1. Answer question One and Any Other Two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Define the following terms as used in business process outsourcing. (4marks)
 - i. Business process outsourcing.
 - ii. Customer relationship management
- b) Discuss any THREE reasons that necessitate organisations to conduct business process outsourcing. (6marks)
- c) Elaborate on any THREE business process outsourcing models (6marks)
- d) Describe two methods that can be used to prevent data entry errors. (4marks)
- e) Explain any THREE future trends in business process outsourcing. (6marks)
- f) Distinguish between front office outsourcing and back office out sourcing. (4marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Discuss any FOUR skills that a call center agent is required to have. (8marks)
- b) Using examples, discuss any TWO BPO vendors stating their industry type and the kind of services they offer. (6marks)
- c) Discuss any THREE advantages of customer relationship management. (6marks)

QUESTION THREE (20 MARKS)

- a) Describe any THREE sales competencies that are needed when dealing with difficult customers. (6marks)
- b) Elaborate any FOUR methods of choosing business process outsourcing. (8marks)
- c) Discuss any THREE characteristics of an effective presentation. (6marks)

QUESTION FOUR (20 MARKS)

- a) Discuss any FOUR roles that are played by the Government in business process outsourcing. (8marks)
- b) As a BPO expert, you have been contracted by ABC company to advise it on the kind of business processes that it can outsource. Describe any FOUR business processes that you would advise on. (8marks)
- c) Distinguish between offsite outsourcing and offshore outsourcing models. (4marks)