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Question 1

Question Type: MultipleChoice

A business analyst has documented the following description for the task 'Mark Script

1. Do Mark Script
2. Assessor enters student-id
3. IF system finds student-id
4. THEN display student details
5. ELSE return to step 3 (re-enter student-id)
6. Download script
7. ENDIF
8. Mark script
9. IF student fails
10. THEN write feedback comments about the script
11. ENDIF

12. Indicate that script is fully marked

13. System transfers marker fee amount to assessor's account

14. ENDDO- end of the mark script task

If an activity diagram is drawn for this task, how many flows will there be to the final completion (Shown as a bull's eye) of the diagram?

Options:

A- 3

B- 1

C- 2

D- 4

Answer:

D

Question 2

Question Type: MultipleChoice

Some airlines have introduced new routes from an airport and the number of passengers has risen by 20% in the last 3 weeks. This number is expected to further increase as competition is forcing fares down

Airport management is anticipating issues within the terminal as the number of passengers increases. There have been several meetings and it has been decided that the current passenger approach is still suitable, although it will take on more staff to work in both departures (particularly at check out and security) and in arrivals (particularly in baggage handling)

What performance issue is this MOST likely to address?

Options:

- A- Bottlenecks.
- B- Duplication of work.
- C- Redundancy
- D- Hand offs.

Answer:

A

Question 3

Question Type: MultipleChoice

Thomas is the secretary to the management board of a large oil company. He is preparing the papers and chasing up the actions from the last board meeting. Board meetings take place quarterly and always include the collation of monthly sales performance figures, an overview of operating costs and a review of market conditions.

As Thomas is pulling the sales figures together, he receives a phone call from the finance director who tells him that recent government changes to the export tax rate will mean that operating costs will need to be amended before they are presented to the board

Which type(s) of business event is/are NOT present in this scenario?

Options:

- A- Internal
- B- External
- C- Time-based.
- D- Internal and external

Answer:

C

Question 4

Question Type: MultipleChoice

Which of the following statements concerning an internal process performance measure is INCORRECT?

Options:

- A- Is documented at the task level
- B- Reflects key performance indicators.
- C- Aligns with what the organisation wants to achieve
- D- Relates to customer expectations.

Answer:

D

Question 5

Question Type: MultipleChoice

A local authority has declared that crime statistics will be published every month, summarizing crimes in the area

a. An additional report will be provided if a major incident has been recorded by the police in that month. To fulfill this requirement, the policies performance team has initiated a process requiring all police units to send in detailed crime reports one week before the end of the month. This will allow time to validate, collate and issue the statistics required by the local authority. The statistics will be approved by the police before being released for publication.

Required by the local authority. The statistics will be approved by the police board before released for publication.

From the perspective of the police force, what would be considered a) an external event and b) internal event?

Options:

A- a) Detailed report submission.

b) Local authority declaration

B- a) Major incident

b) Crime statistics approval.

C- a) Crime statistics release

b) Crime statistics submission

D- a) Major incident

b) Major incident recording

Answer:

A

Question 6

Question Type: MultipleChoice

When ordering goods from an online shop, a customer is given a choice of delivery methods. If the customer lives within certain qualifying locations, they can select same day delivery for an extra cost.

Request of location the customer can choose to have their order delivered to their home for a charge of 2 select a weekend delivery to their home for 6, or choose to have their order delivered to a local store to collect, which is free.

Purchase of large products are dealt with by a separate delivery service, so customer are contacted once their order has been placed to arrange special delivery.

What are the input for the task select delivery type?

Options:

- A- The customer's preferred delivery day and the customer's location
- B- The customer's location and the customer's preferred delivery day
- C- The products the customer has bought and the location of the local store
- D- The products the customer has bought and the customer's location

Answer:

D

Question 7

Question Type: MultipleChoice

A village clerk receives bookings for the use of the village hall for events such as weddings and parties. Although the village hall has a website, bookings have to be made in an email request from a potential customer to the village clerk, giving the dates and times required. The event name is "Email

Options:

- A- Request deposit
- B- Check customer details
- C- Book hall
- D- Check hall availability

Answer:

C

Question 8

Question Type: MultipleChoice

The product enquiry process of a company is under investigation. The current process is as follows:

1. Take customer details: Name and address of the enquirer and preferred customer payment method.
2. Confirm stock availability: Check the computer system to see if the product required are in stock.
3. Confirm delivery date, Check with outbound logistics, the likely delivery date of the in-stock products to the price not being acceptable to the customer.
4. Go ahead with order: Place order for enquirers who have accepted the price and delivery date.

What approach to improving business processes would bring an immediate improvement in this process?

Options:

- A-** Change the sequence of tasks
- B-** Redefine the process boundary
- C-** Automate the process.

D- Remove non-value adding tasks

Answer:

C

Question 9

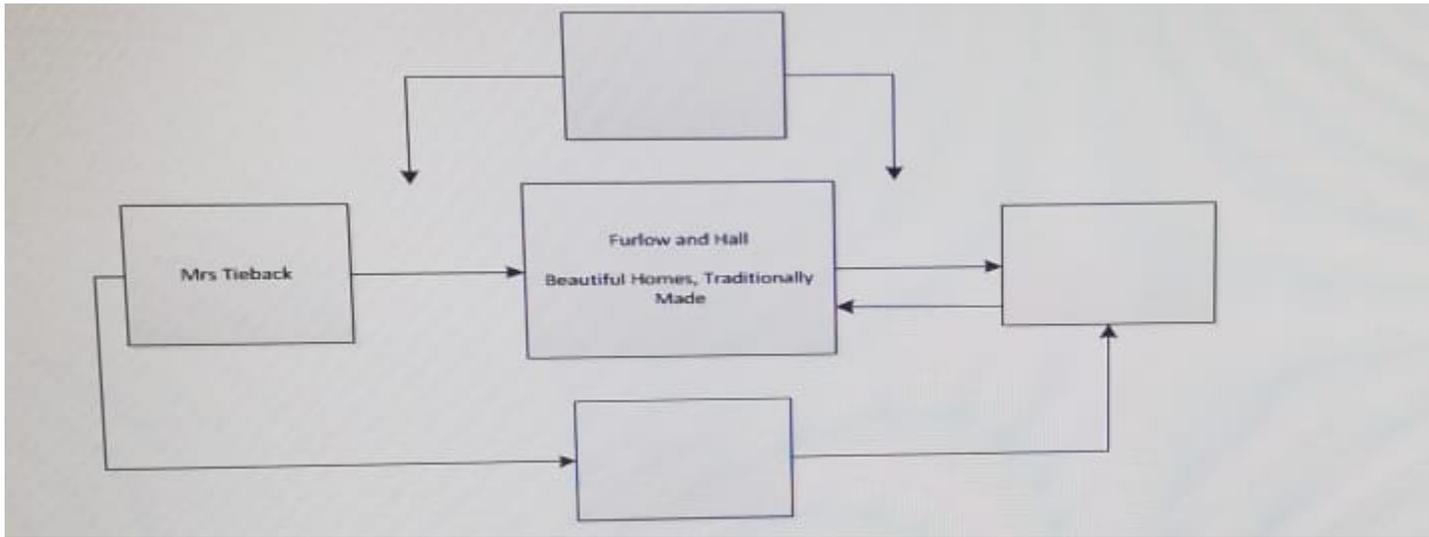
Question Type: MultipleChoice

Furlow and Hall is an interior decorating business. Specializing in high-quality handmade soft furnishings and a best spoke design service. The business uses a small number of highly skilled craftspeople to make its products using traditional techniques.

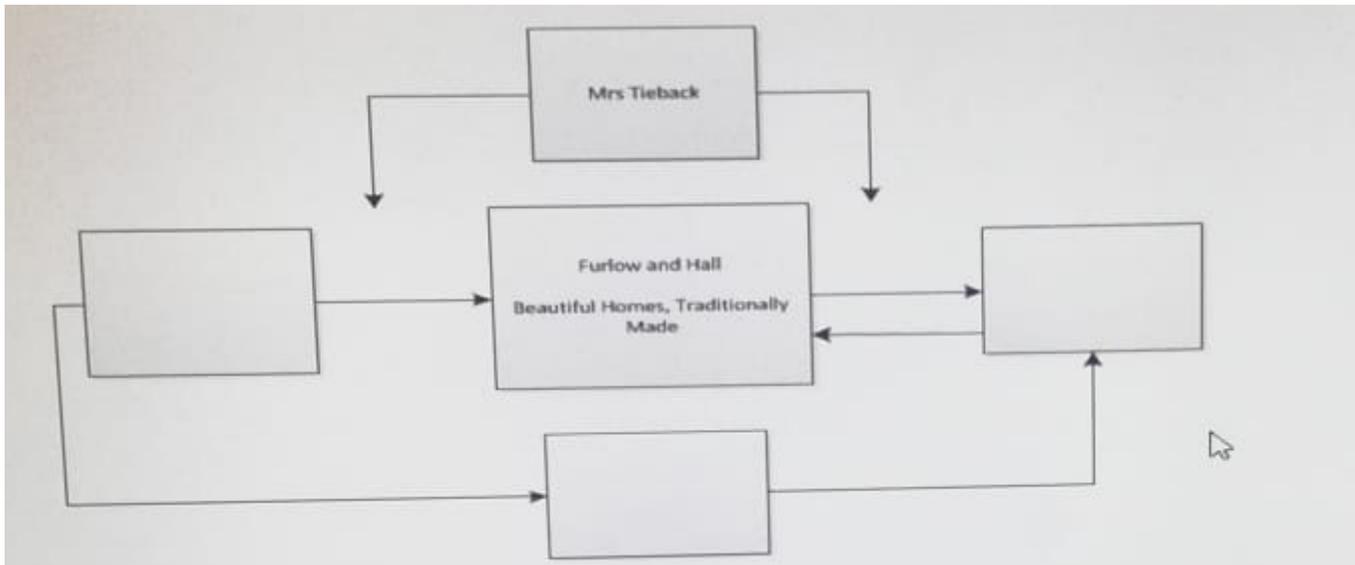
Mrs Tieback, who sews the curtains for Furlow and Hall, is retiring later this year. Her local council has discovered that she has a workshop at her home and has informed her she is liable for business rates. This will lead to increased costs and so it is no longer economically viable for her to continue working.

Where would Mrs Tieback be shown on an organisational model of Furlow and Hall?

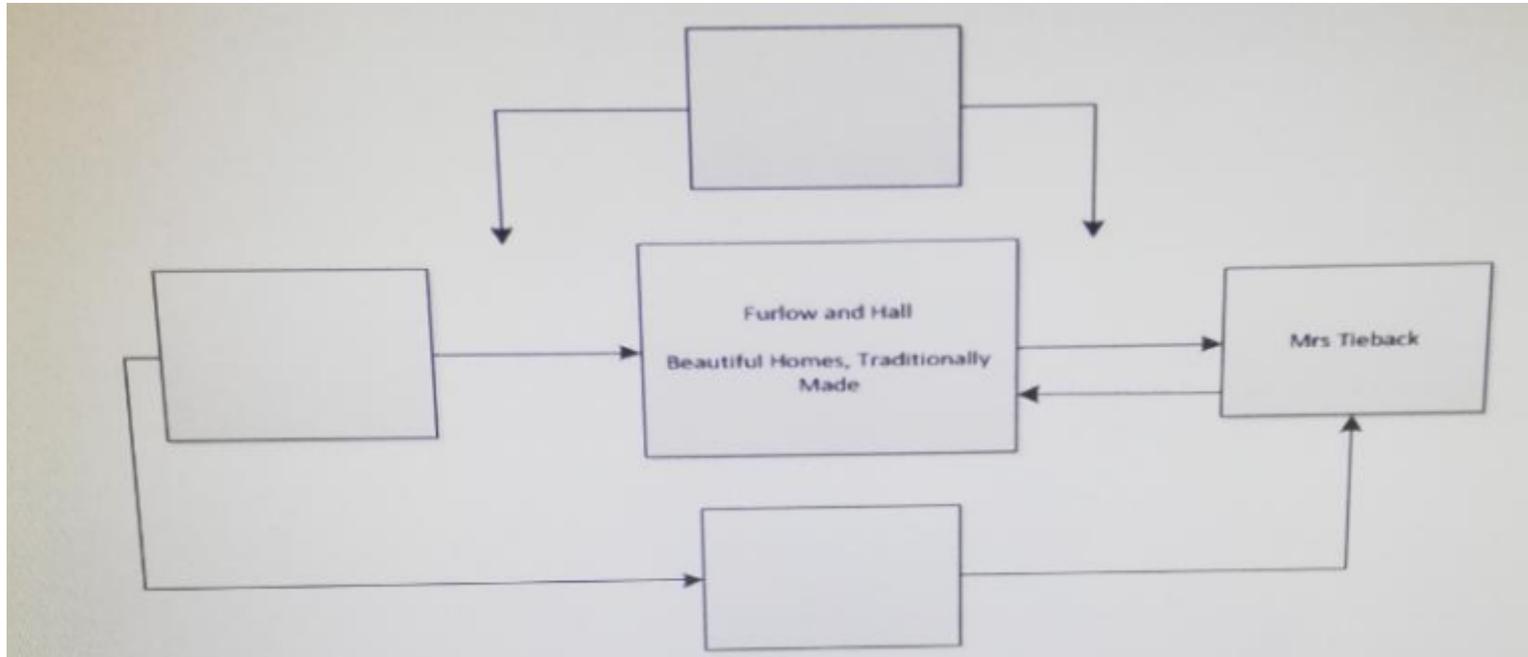
A)



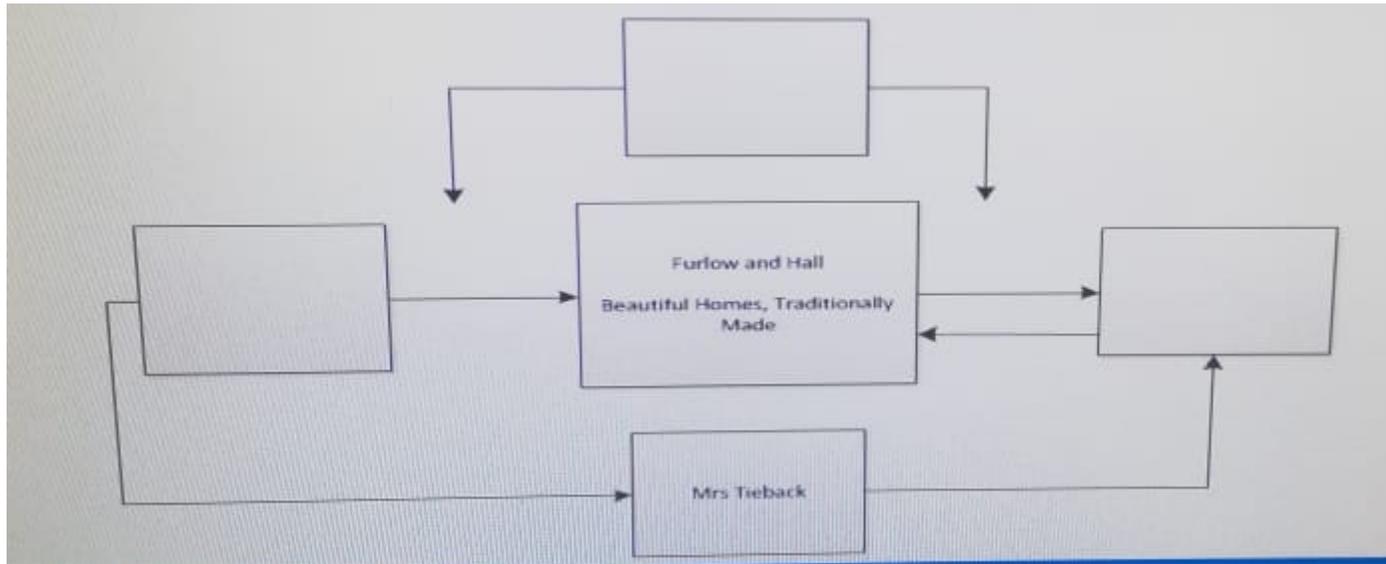
B)



C)



D)



Options:

- A- Exhibit A
- B- Exhibit B
- C- Exhibit C
- D- Exhibit D

Answer:

D

Question 10

Question Type: MultipleChoice

As part helps disadvantaged child, It works in partnership with local education authorities and health services to supported those children who need it most. The charity has 5 trustees, 27 full-time employees and 33 volunteers.

As what will the volunteers be shown on an organsation model of the charity?

Options:

A- Part of the environment.

B- Supplier

C- Customer

D- Process

Answer:

B

Question 11

Question Type: MultipleChoice

Below is a high-level breakdown of a task associated with using an ATM. drafted by a business analyst:

1. User inserts bank card
- 2 System asks for PIN
3. User enters PIN
- 4 System displays service options
5. User selects 'withdraw cash*' option
- 6- System ejects card
7. System issues cash
8. User collects printed receipt

Which optional or exceptional step is reflected in this detailed description?

Options:

- A-** A user inputting an incorrect PIN
- B-** A cash machine being empty

C- A receipt for cash issued.

D- A card being out of date-

Answer:

C

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