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**QUESTION 1**

WALL Ltd is expanding through new product innovation and competitor acquisition. The business administrator support unit of WALL Ltd has implemented updates to handle increased load on the payroll caused by this expansion of the

business, Payroll is a critical business application. The following business scenarios are being considered:

a-Production of the payroll summary on completion of pay calculation.

b-Taking new employees into the payroll after a business acquisition.

c-Responding to local employment regulations.

d-Introduction to local employment regulations.

e-Introduction of new payment terms and condition.

Entry of absence information approved by HR.

Which of these business scenarios will MOST LIKELY give an indication of how well the updated payroll is performing?

A. b, d and e

B. b, d and e

C. a, c and e

D. b, c and d

E. a, d and e

Correct Answer: C

QUESTION 2

The Rich Farms Shop has had an issue with its products. All regulatory requirements are met; however, its ageing equipment is not providing the quality presentation that it advertises. A business analyst has been tasked with assembling a team to identify and recommend options to deal with this scenario.

Who will be regarded as a supplier in this scenario?

A. Organisations that the analyst will approach to research and give feedback on new equipment technology.

B. The shareholders of Rich Farms Shop, who will have an input into any investment decision.

C. The finance department that will manage the funds and budget for any investment project.

D. The marketing department, who will ensure that the product and its marketing materials are aligned.

Correct Answer: C

**QUESTION 3**

The owner of a shop is taking a telephone order from a customer for a new vacuum cleaner. He needs to take and confirm customer details in this ordering process. As part of this, he enters the customer details onto a system. What does the entry of the customer's name, address and contact number represent?

- A. Event
- B. Process
- C. Step in a task
- D. Task in process

Correct Answer: A

QUESTION 4

Analysis has revealed that what the business wants in the future is radically different from how it currently operates

How SHOULD the business analyst proceed from this point?

- A. Develop an 'as is' model and define its problems before considering the 'to be' model
- B. Identify potential improvements that can be made to the 'as is' model, to accommodate the 'to be' model
- C. Do not develop a detailed 'as is' model, focus on developing a 'to be' model
- D. Identify tasks within the 'as is' process that are working effectively and consider them for inclusion in the 'to be' model

Correct Answer: A

QUESTION 5

A new project has been commissioned within an organisation's finance department. The assigned business analyst has decided to produce a functional view model to help him understand the department's work. Modeling the functional view of the finance department is advantageous, as it does which of the following ?

- A. Clarifies who reports to who in the finance department
- B. Shows how the finance department interacts with other departments
- C. Illustrates how processes work from beginning to end
- D. Explains how the finance department reacts to external events

Correct Answer: C



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