



MBP18^{Q&As}

BCS Practitioner Certificate in Modelling Business Processes 2018

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QUESTION 1

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

- 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.

Correct Answer: D

QUESTION 2

A sports club rents out its playing field, the name for this business process is 'book playing field'. If the playing field is available, the booking is accepted and the following steps are immediately undertaken by a staff member

1.

Details of the booking are recorded on the club's computer system;

2.

A new booking record is created (manual record).

3.

The amount of the deposit taken is recorded on the booking record (manual record);

4.

The staff member records the booking on a planning chart (manual record),

5.

An electronic booking confirmation is automatically sent to the customer,

6.

A copy of the booking record is sent to the club manager (manual record)

How SHOULD these steps be reflected on the swimlane for the business process 'book playing field'?

- A. Steps 1 and 2 will be in one task, steps 3, 4, 5 and 6 will be shown as separate tasks.
- B. All steps will be shown as separate tasks
- C. All steps will be included within one single task
- D. Steps 1 and 2 will be in one task, steps 3 and 4 will be in a second task, steps 5 and 6 will be in a third task

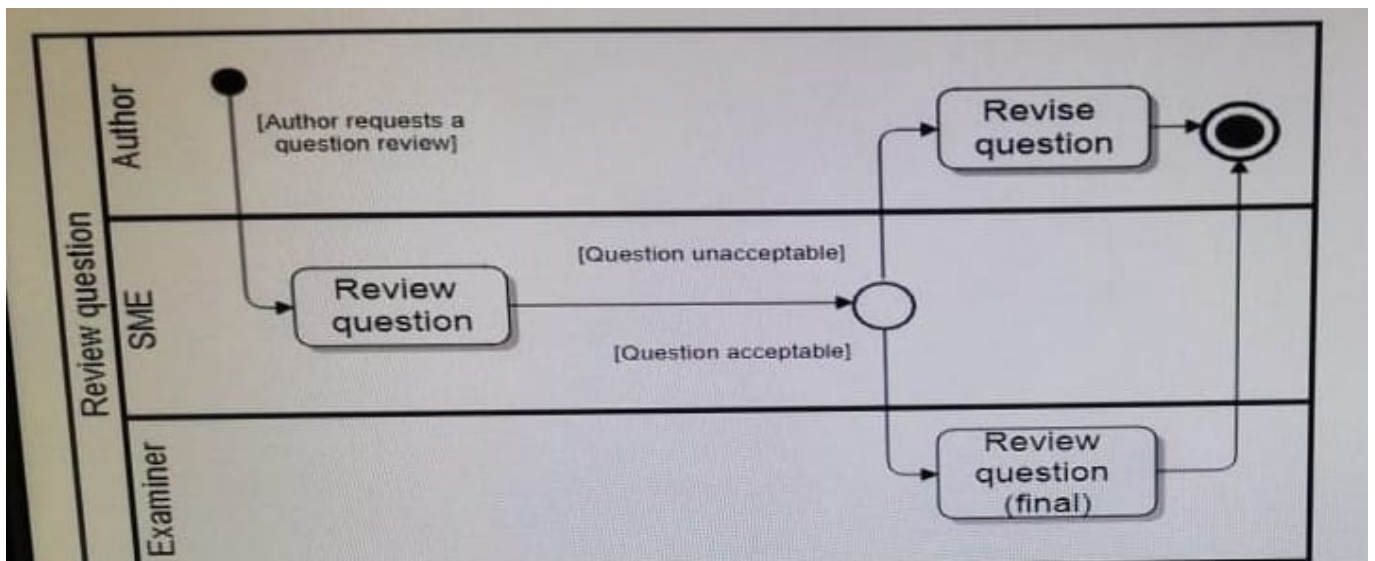


Correct Answer: D

QUESTION 3

An exam provider employs a number of professionals as authors to write exam questions for industry-recognised qualifications. An author who has written an exam question submits it for review to a subject matter expert (SME), who either confirms it is acceptable and passes it to the examiner for final review and sign-off, or responds to the author with commands regarding the revision required.

A business analyst constructed a business process model of the review process:



The following statements are about the business process model:

- A-The diagram is a CORRECT representation of the scenario.
- B-There are aspects of the scenario which are INCORRECT represented in the diagram.
- C-There are aspects of the scenario which are INCORRECTLY omitted from the diagram.
- D-The notation used in the diagram is INCORRECT.

Which of these statements is/are TRUE?

- A. a only
- B. d only
- C. b and d.
- D. b and c.

Correct Answer: A

**QUESTION 4**

Currently, all training offered by a company is delivered through classroom-based courses. The company recognizes that there is a need to offer a broader method of instruction. Such a change will enable company to return its market share and grow its customer base.

The proposed solution, driven by the IT department, will offer courses delivered over the web and on demand. This will include supported videos, games and quizzes. All courses will be accredited by examination bodies and sample exams will also be offered online. Student will be able to make online notes as needed and back these up. 10 guard against accident loss.

The following have been identified on to-be process models:

a) Watch Video b) Create quiz c) Accredite course. d) Undertake sample examination. e) Backup

Which of these would be considered as functional requirements relating to student use of the proposed IT system?

A. b, c and e.

B. a and d.

C. a, c and d.

D. b and e.

Correct Answer: B

QUESTION 5

Lloyd works as a counter supervisor in the local branch of a national bank. Lloyd is responsible for ensuring that the back's cash machine has sufficient money.

The money for the cash machine has to be from the back's cash processing center, which supplies new and good quality banknotes. The cash machines can be topped-up with cash from the tills, but the poorer quality banknotes often cause

the cash machine to jam.

Lloyd has to check the machine's cash levels and place an order for new notes by 3pm for delivery the following working day.

Which is the BEST performance measure for the task Maintain cash machine level's?

A. No orders to the cash processing center should be for cash to be used by the back tills.

B. 100% of cash orders must be delivery by 3pm the same day.

C. 100% of cash machine notes must be new notes.

D. No cash machine outages are experienced due to insufficient cash or poor quality notes.



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Correct Answer: A

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