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QUESTION 1

In order to identify potential improvements, a business analyst has been asked to document the current customer sales experience in a large, electrical superstore. Whilst shadowing a customer service advisor, a sale was lost because the advisor couldn't authorise a price discount for a customer, who had seen the product advertised at a lower price by a competitor. The customer advisor tried to discount the product to match the competitor's price but was unable to do so.

The customer service advisor explained that this discounting required management approval and, unfortunately, both managers authorised to do this were on their lunch break

What element of the POPII model had caused the sale to fail?

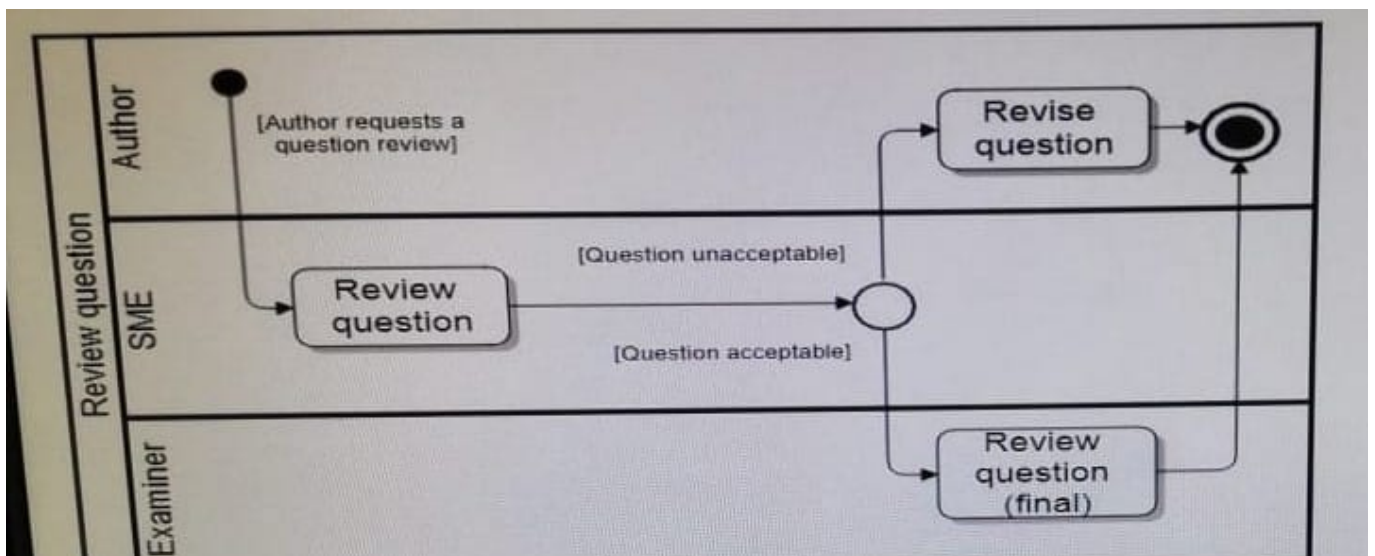
- A. Process.
- B. People.
- C. information.
- D. Technology

Correct Answer: A

QUESTION 2

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 3

Freddie's Sandwich Shop makes sandwiches to order, using the finest locally sourced ingredients. Freddie gets his bread from Country Bakes and the fillings for his sandwiches from Belle View Farms. Freddie's local approach has proved popular and many people now get their lunch from his shop. rather than from a branch of Wholegram Foods, which used to be the town's most popular sandwich shop.

Freddie is expanding his business to provide catering for local organisations and has just won a contract to provide sandwich lunches for UK Systems Limited, the local headquarters of a highly successful computer company. However, Freddie is worried about the poor wheat harvest and the effect this might have on the cost of his bread. He has also heard that UK Systems Limited has lost a valuable contract to an overseas competitor

In Harmon's organisational model, which of the following would provide inputs to internal processes?

- A. Belle View Farms and concerns about the poor wheat harvest.
- B. Country Bakes and UK Systems Limited
- C. Country Bakes and Wholegrain Foods
- D. Wholegrain Foods and concerns about the poor wheat harvest

Correct Answer: D

QUESTION 4

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 organisation model of the charity?



- A. Part of the environment.
- B. Supplier
- C. Customer
- D. Process

Correct Answer: B

QUESTION 5

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 bullseye) of the diagram?

A. 3

B. 1

C. 2

D. 4

Correct Answer: D

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