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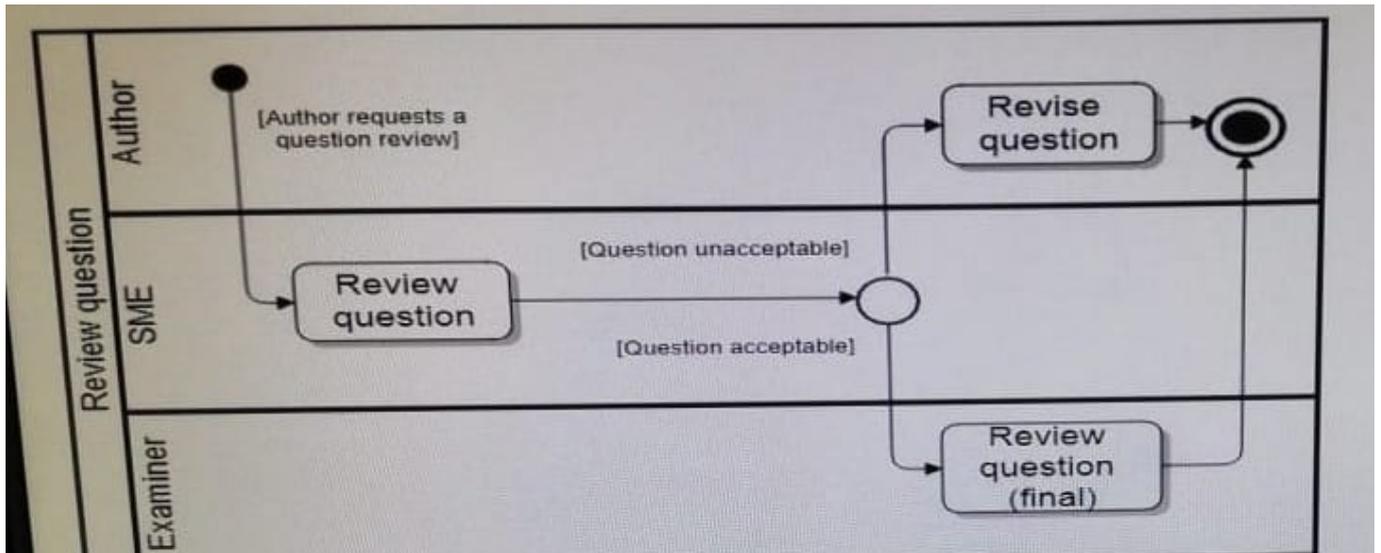




QUESTION 1

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 2



An organisation has an internal core IT section that delivers the infrastructure service to meet business demand. Application management is delegated to individual branches, which are located worldwide. However, these applications have to

take into account infrastructure constraints.

On the recommendation of the business analyst, the IT director proposed a standard approach to business process documentation.

What will be the MAIN benefit of this approach to the organization?

- A. Condition service implementation: graphical notation will facilitate better understanding of performance bottlenecks.
- B. Demonstration of best practice: showing standards that all other units should follow to achieve quality target.
- C. Facilitate expansion: Core IT can take worldwide responsibility for application management to ensure the integrity of working practices.
- D. Efficient operation: standard notation will ensure the efficiency and effectiveness of worldwide processes.

Correct Answer: A

QUESTION 3

The CC call center handles telephone enquiries for six logistic and haulage companies. These enquiries range from the potential placement of business contracts through to complaints from individual customers.

The contractual arrangement between CCC and each company stipulates how quickly the phone should be answered (defined as a maximum number of rings) and the maximum number of calls the center will take each hour for the

company. CCC also monitors the duration of calls, the actual number of calls per hour answered by each operator and how many calls to be escalated to the next level of support.

Which of the following includes an internal and external performance measure?

- A. Actual number of calls answered per hour and the number of calls escalated
- B. Time taken to answer the phone and the average duration of a call
- C. Time taken to answer the phone and the maximum number of calls per hour for the company
- D. Average duration of a call and the actual number of calls answered per hour

Correct Answer: D

QUESTION 4

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

- 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

Correct Answer: A

QUESTION 5

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

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