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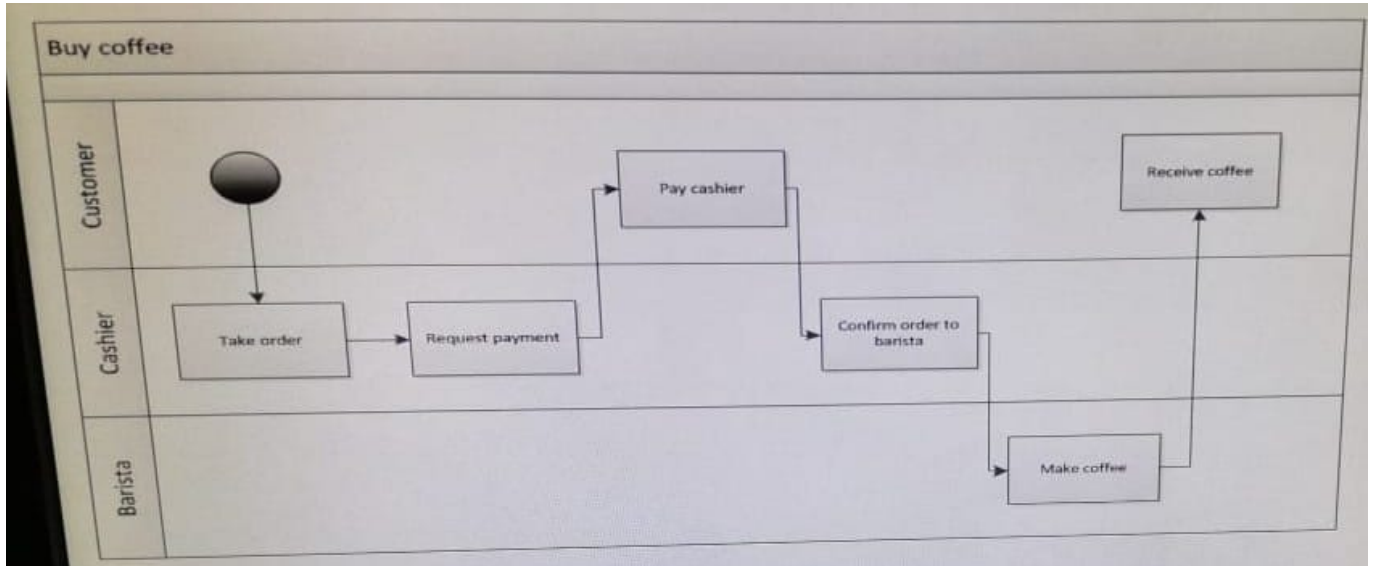
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QUESTION 1

What is NOT clear from the following fragment of a business process model?



- A. The payment is required before the coffee is made.
- B. The initiating business event is Order Coffee.
- C. The cashier instructs the barista.
- D. The barista gives the coffee to the customer

Correct Answer: D

QUESTION 2

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 3



A business analyst has suggested that a process map should be built by first examining the product and services the organization provides. Before considering what process are needed to deliver these products and services. Which model would support this approach to building a process map?

- A. Porter's value chain
- B. POPIT model
- C. Swimlane diagram
- D. Harmon's organization model.

Correct Answer: A

QUESTION 4

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

QUESTION 5

No Exit Suppliers has decided to implement a Commercial Off the Shelf (COTS) inventory management solution to improve its stock (Inventory) control. Before the solution is implemented, all current stock levels and stock locations will be migrated into a related database to ensure that the solution starts with accurate information. Once the system is implemented, all stock movements will be tracked via barcode scanning technology.

To ensure that the proposed solution is acceptable, which exceptional condition **MUST** be proved?

A. Stock levels cannot fall below the minimum stock reorder level.

B. Inaccuracies in the migrated stock level can be corrected.

C. Stock level is reduced when orders are dispatched.

D. Changes in stock level can be monitored on a daily basis.

Correct Answer: B

QUESTION 6



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 7

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

QUESTION 8

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 the 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. Students will be able to make online notes as needed and back these up. 10 guard against accident loss.

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

- a) Watch Video
- b) Create quiz
- c) Accredit 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 9

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.

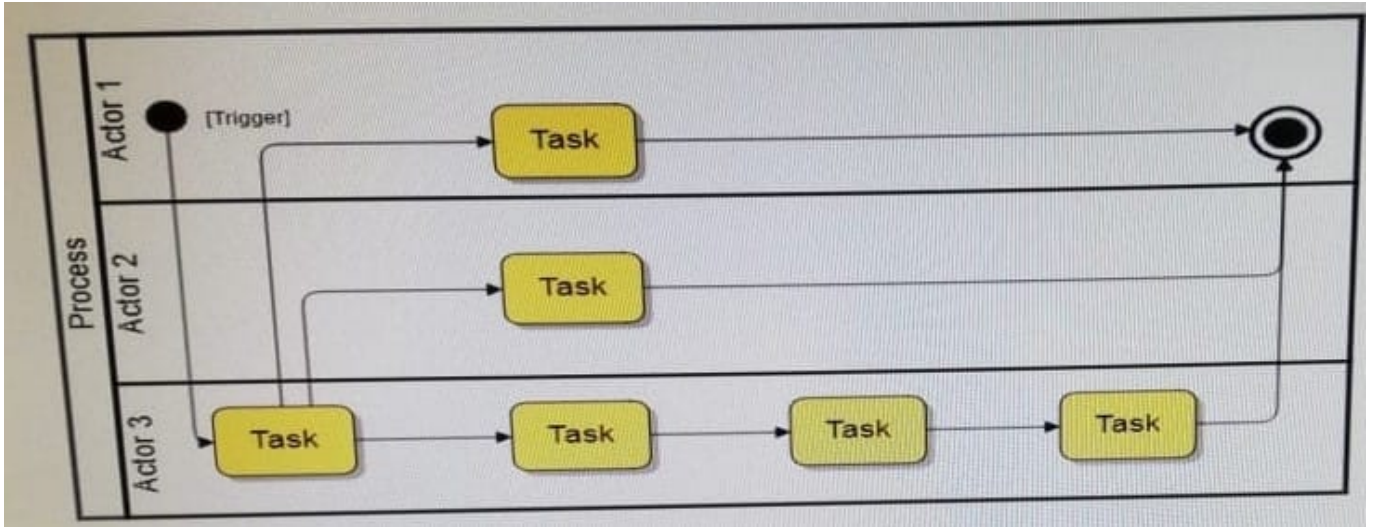
Which of the following includes an internal and external performance measure?

- 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 10

A business analyst has identified the following pattern of business activity in a process she has been asked to improve:



The following observations have been made.

- A- The hand-offs in the process are unlikely to be worthy of further investigation.
 - B- The impact of bottlenecks in the tasks performed by Actor 2 should be explored.
 - C- The first task of actor 1 should always be immediately after the trigger event
 - D- The impact of bottlenecks in the tasks performed by Actor 3 should be explored.
- A. a, b and c.
B. a, c and d.
C. b, and d.
D. a, and d.

Correct Answer: C

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