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Question 1

Question Type: MultipleChoice

ACOMP buys in and then re-bands electronic products for various markets, including selling on to the selling on to other wholesales. It finds that business processes need to be adapted to new circumstances in multiple markets very quickly. Recently, ACOMP has investigated what might help it adjust its internal processes more quickly.

Which of the following would be MOST useful in helping ACOMP achieve this quick adjustment?

Options:

- A- Harmon's organizational model.
- B- The POPIT model.
- C- Value chain analysis.
- D- Standardised process modeling notation.

Answer:

A

Question 2

Question Type: MultipleChoice

A company's electronic content management system was implemented last year, a business analyst has now been brought in to assess the business benefits of the system.

The analyst learnt that the project's business case was primarily built around the efficiency that paperless order processing would bring and that the project went well, but the expected business benefit have not all been realized. In the course of an investigation, it was found that the sales team are continuing to out hard copies of customer order.

Which element of POPIT did the project not fully consider?

Options:

- A- Processes.
- B- Information and Technology
- C- People.
- D- Organisation

Answer:

D

Question 3

Question Type: MultipleChoice

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 ?

Options:

- A- Clarities 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

Answer:

C

Question 4

Question Type: MultipleChoice

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) 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?

Options:

A- B, c and e.

B- a and d.

C- a, c and d.

D- b and e.

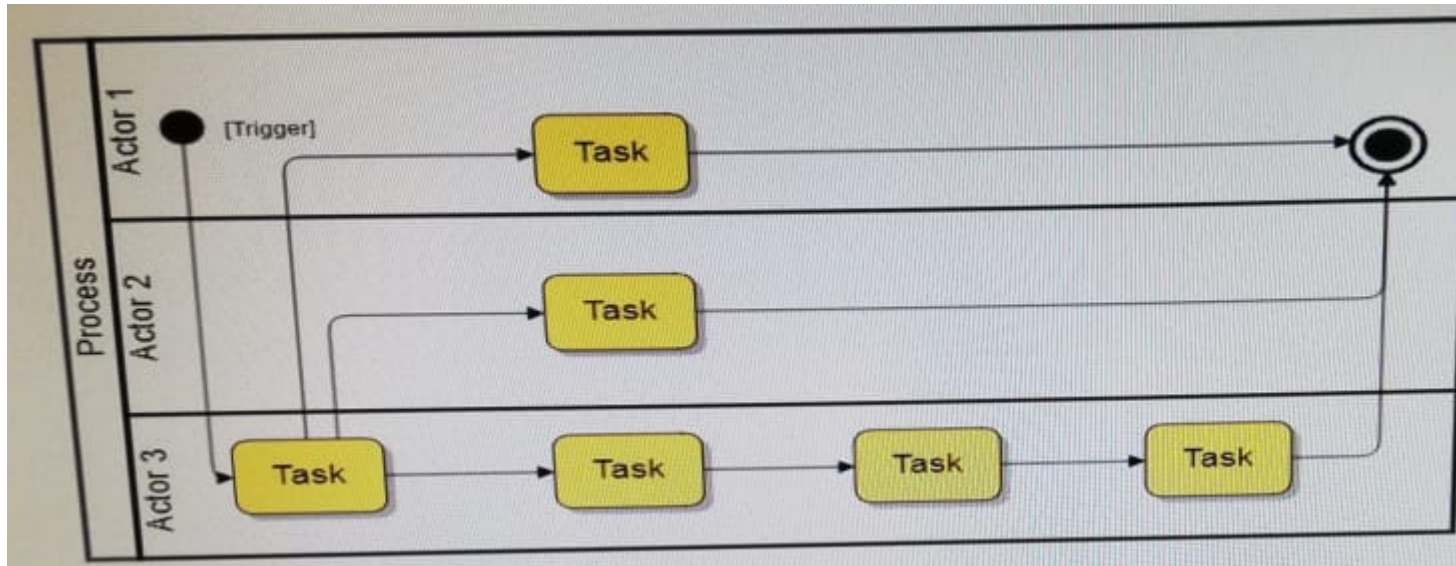
Answer:

B

Question 5

Question Type: MultipleChoice

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.

Which of these observations are CORRECT?

Options:

A- a, b and c.

B- a, c and d.

C- b, and d.

D- a, and d.

Answer:

C

Question 6

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 7

Question Type: MultipleChoice

When ordering goods from an online shop, a customer is given a choice of delivery methods. If the customer lives within certain qualifying locations, they can select same day delivery for an extra cost.

Request of location the customer can choose to have their order delivered to their home for a charge of 2 select a weekend delivery to their home for 6, or choose to have their order delivered to a local store to collect, which is free.

Purchase of large products are dealt with by a separate delivery service, so customer are contacted once their order has been placed to arrange special delivery.

What are the input for the task select delivery type?

Options:

- A- The customer's preferred delivery day and the customer's location
- B- The customer's location and the customer's preferred delivery day
- C- The products the customer has bought and the location of the local store
- D- The products the customer has bought and the customer's location

Answer:

D

Question 8

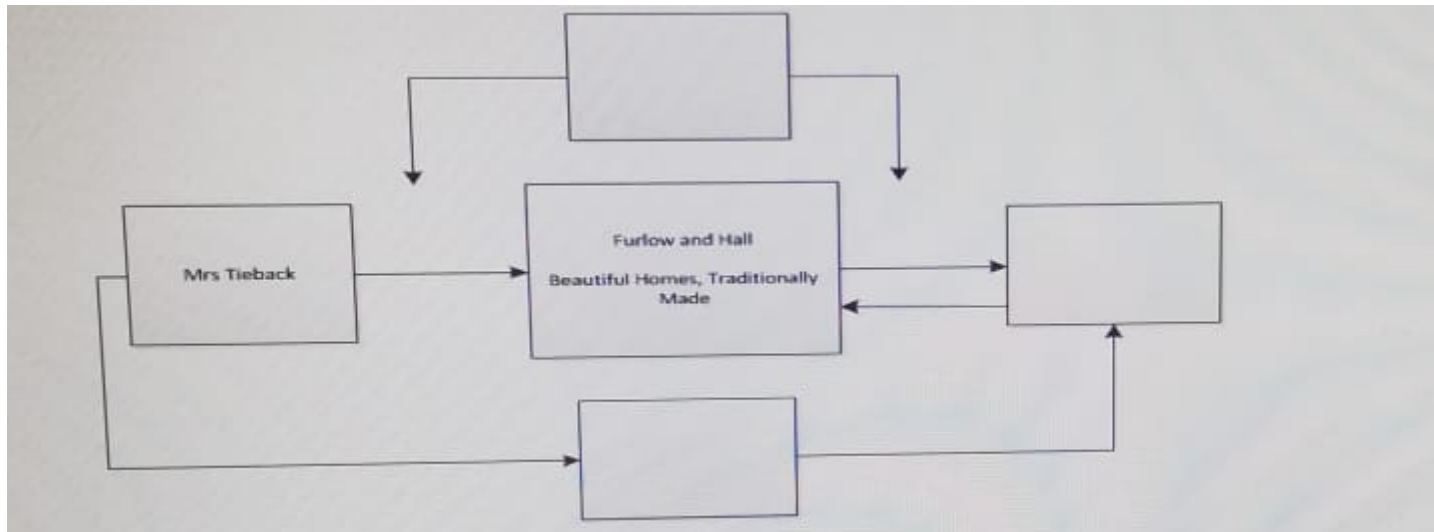
Question Type: MultipleChoice

Furlow and Hall is an interior decorating business. Specializing in high-quality handmade soft furnishings and a best spoke design service. The business uses a small number of highly skilled craftspeople to make its products using traditional techniques.

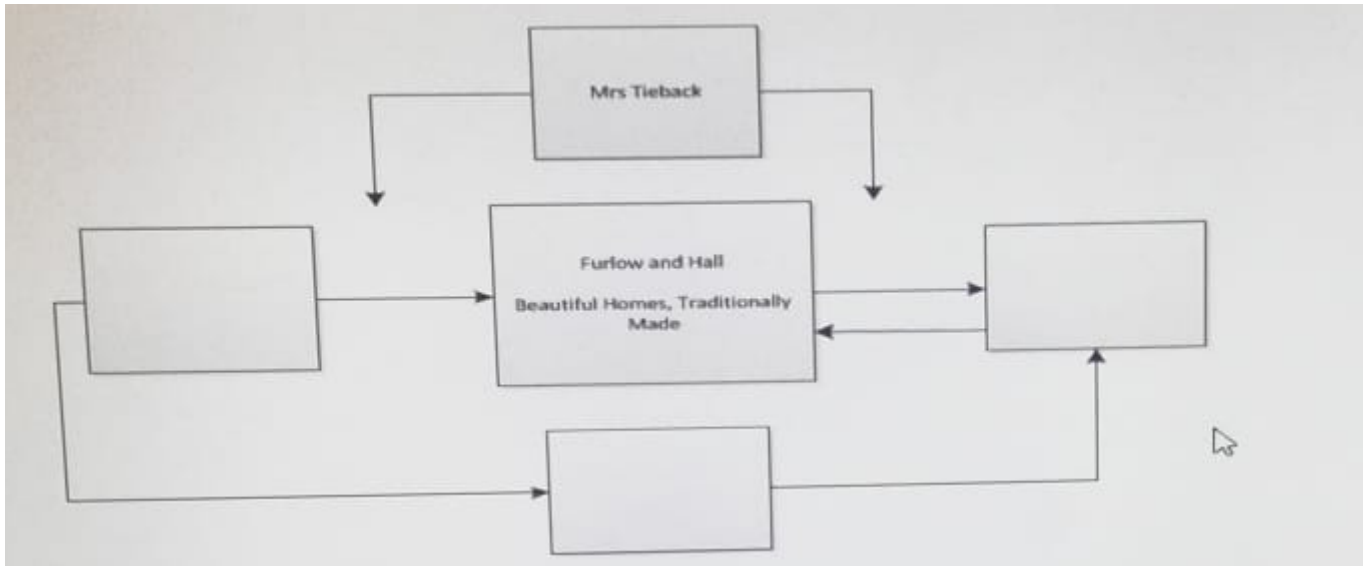
Mrs Tieback, who sews the curtains for Furlow and Hall, is retiring later this year. Her local council has discovered that she has a workshop at her home and has informed her she is liable for business rates. This will lead to increased costs and so it is no longer economically viable for her to continue working.

Where would Mrs Tieback be shown on an organisational model of Furlow and Hall?

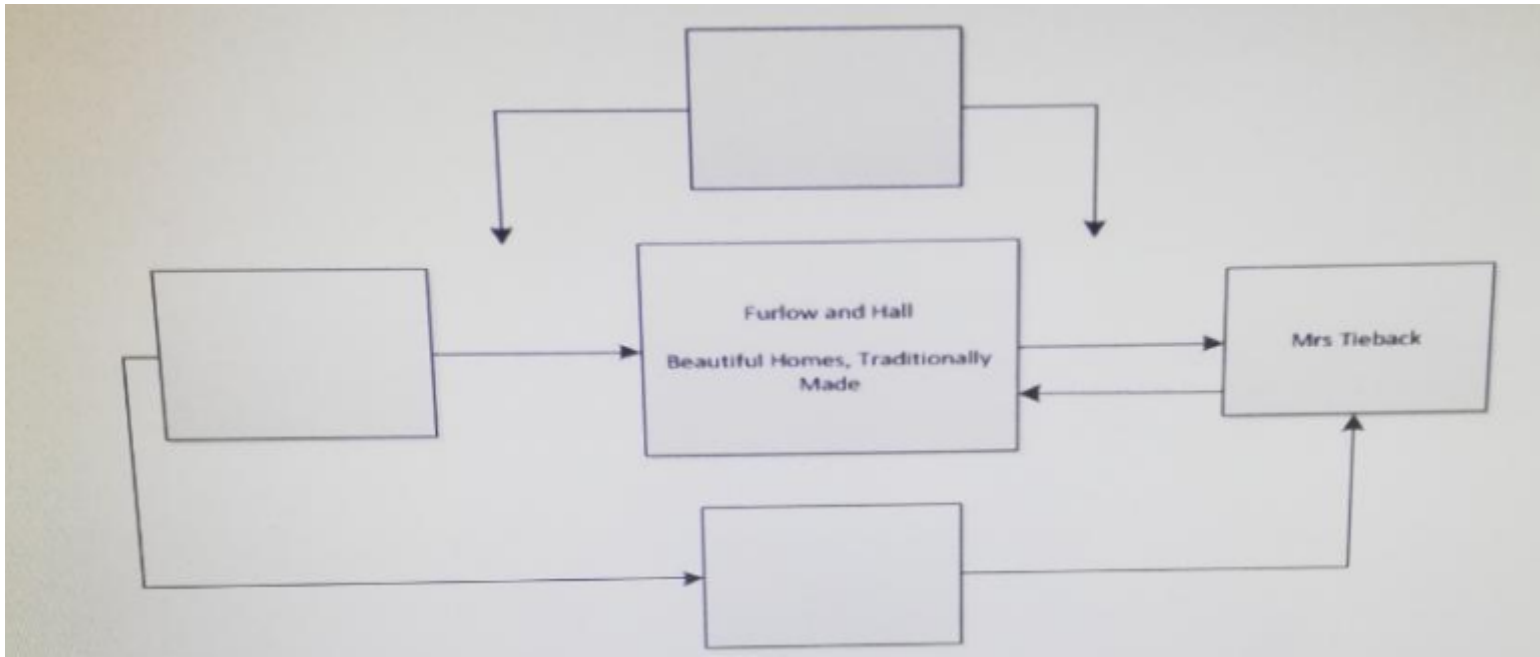
A)



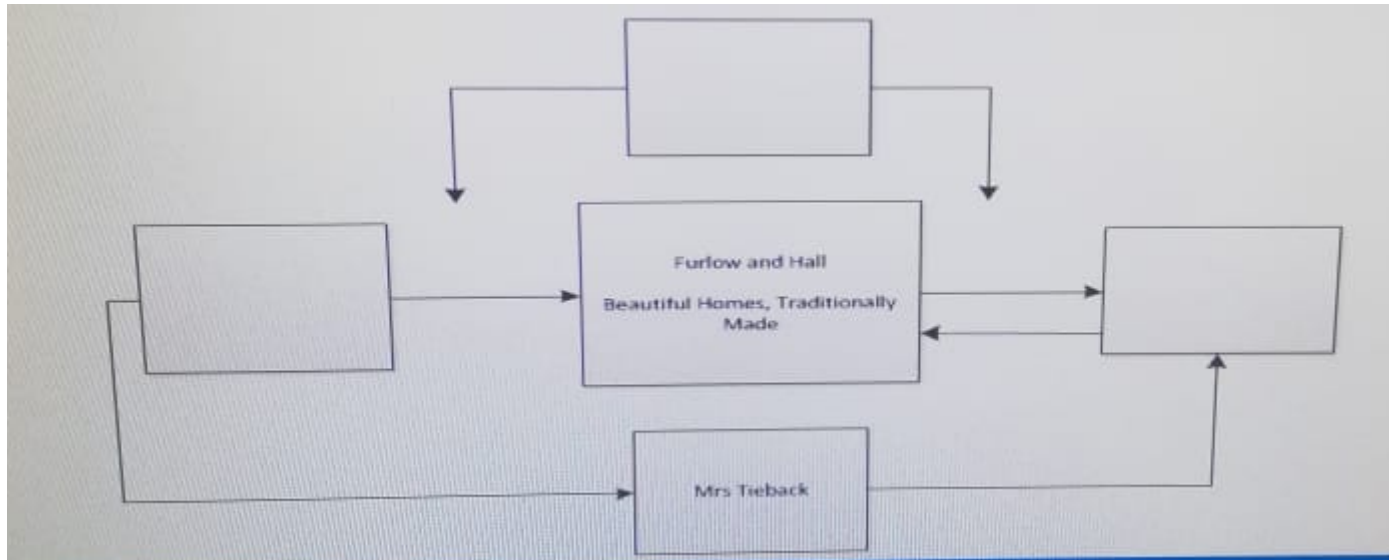
B)



c)



D)



Options:

- A- Exhibit A
- B- Exhibit B
- C- Exhibit C
- D- Exhibit D

Answer:

D

Question 9

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

D

Question 10

Question Type: MultipleChoice

Thomas is the secretary to the management board of a large oil company. He is preparing the papers and chasing up the actions from the last board meeting. Board meetings take place quarterly and always include the collation of monthly sales performance figures, an overview of operating costs and a review of market conditions.

As Thomas is pulling the sales figures together, he receives a phone call from the finance director who tells him that recent government changes to the export tax rate will mean that operating costs will need to be amended before they are presented to the board

Which type(s) of business event is/are NOT present in this scenario?

Options:

A- Internal

B- External

C- Time-based.

D- Internal and external

Answer:

C

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