Question 1

An assessor for an examinations board has been asked to re-mark the examination script of a candidate who has appealed against a failing grade.

To remark the script, the assessor has to log on to the examinations board's secure examination marking system held on its server. Once in the marking system, the assessor enters the candidate number (given to her by the examinations board) and downloads the script. She then marks the script. annotating each question with comments and the marks gained. Once completed, she indicates that the script is fully marked and uploads the script back into the marking system. She raises an invoice for the re-marking and sends this to the examination board, who pay her one month later

The following all describe actions:

a) Log on to marking system.

b) Download script

c) Mark script.

d) Upload script

e) Raise invoice.

Which of these actions are tasks in the scenario?

Options:

A- b, c and d

B- a, d and e.

C- a and b.

D- c and e.

Answer:

B

Question 2

Question Type: **MultipleChoice**

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?

Options:

A- Organisations that the analyst will approach lo 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.

Answer:

C

Question 3

Question Type: **MultipleChoice**

ANTAB specializes in manufacturing tablet computer, which are rebadged by its customers and sold under the customer's brand name. Recently, some customer have suggested that a dual-boot tablet that can run more than one operating system would improve their competitive edge.

This would require a significant change in the manufacturing process and will require a decision from senior management, supported by a business case.

How would this suggestion by represented on an organization model of ANTAB's business?

Options:

A- Customer request

B- Supplier input

C- Output from a process.

D- Factor in the external environment

Answer:

A

Question 4

Question Type: MultipleChoice

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 the 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?

Question 5

Question Type: **MultipleChoice**

This is a three-task extract from a model of a 'Fulfil Order' process:

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┌─────────────┐      ┌─────────────┐      ┌─────────────┐
│   Receive   │ ───▶ │  Assemble   │ ───▶ │   Deliver   │
│    Order    │      │    Order    │      │    Order    │
└─────────────┘      └─────────────┘      └─────────────┘
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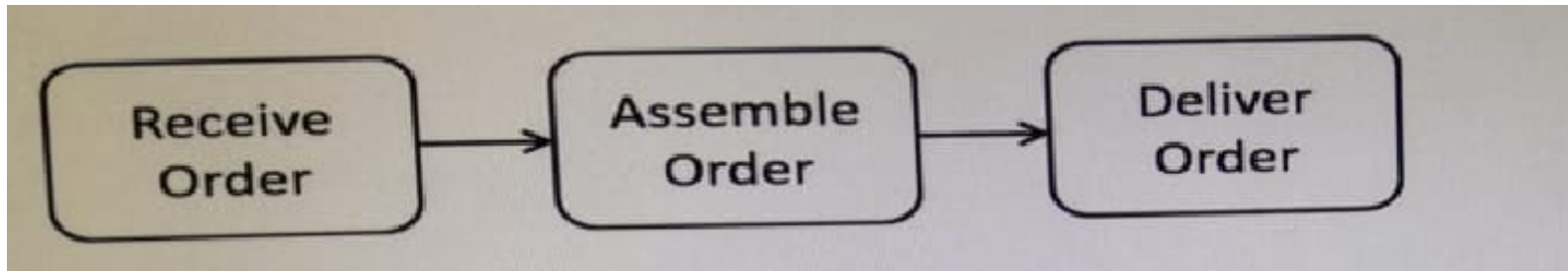
The steps in the Assemble Order' task are listed below, in the wrong order:

a) Get correct quality of item(S)

b) Select suitable packing materials

c) For each item on pick list

d) Take items to packing table

e) Go to bin location

f) Print picklist

What is the CORRECT order of steps in the Assemble order' task'?

Options:

A- f, c, e, a, d, b

B- c, a, f, e, b, d

C- b, f, e, a, d, c

D- f, e, a, c, b, d

Answer:

A

Question 6

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 the 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.

Answer:

A

Question 7

Question Type: **MultipleChoice**

A trainee business analyst wishes to clarify what is meant by a task level description within the business process hierarchy. Which of the following is a task level description?

Options:

A- The customer finds the products they want on the company's website and places an order

B- The organisation has an online channel, so customers can order directly from its website.

C- The order is fulfilled by the company's Logistics team based at its central warehouse

D- A Logistics team member uses a picking list to locate and pick each item on the order.

Answer:

D

Question 8

Question Type: MultipleChoice

A record company is implementing a new system to replace an existing legacy system. The project has challenging as the new system must be implemented before support for the existing system is withdrawn. The business users have been involved throughout the project and their confidence in the new system is high.

Which implementation approach is the LEAST appropriate in this situation?

Options:

A- Pilot

B- Phased

C- Direct changeover

D- Parallel running.

Answer:

C