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Vendor:BCS

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Business Processes 2018

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QUESTION 1

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

QUESTION 2

Some airlines have introduced new routes from an airport and the number of passengers has risen by 20% in the last 3 weeks. This number is expected to further increase as competition is forcing fares down. Airport management is anticipating issues within the terminal as the number of passengers increases. There have been several meetings and it has been decided that the current passenger approach is still suitable, although it will take on more staff to work in both departures (particularly at check out and security) and in arrivals (particularly in baggage handling).

What performance issue is this MOST likely to address?

- A. Bottlenecks.
- B. Duplication of work.
- C. Redundancy
- D. Hand offs.

Correct Answer: A

QUESTION 3

Analysis has revealed that what the business wants in the future is radically different from how it currently operates.

How SHOULD the business analyst proceed from this point?

- A. Develop an 'as is' model and define its problems before considering the 'to be' model.
- B. Identify potential improvements that can be made to the 'as is' model, to accommodate the 'to be' model.
- C. Do not develop a detailed 'as is' model, focus on developing a 'to be' model.
- D. Identify tasks within the 'as is' process that are working effectively and consider them for inclusion in the 'to be' model.

model

Correct Answer: A

QUESTION 4

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.

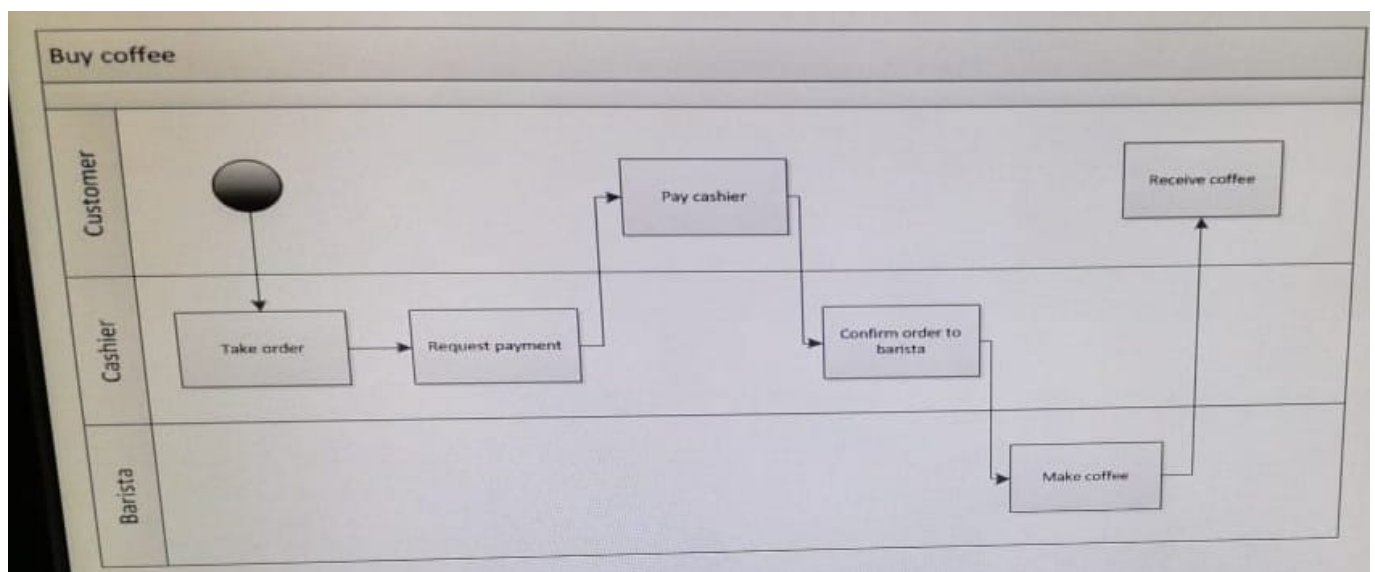
What will be the MAIN benefit of this approach to the organization?

- A. Condition service implement: 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 5

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 6

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 change 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.

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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?

- 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

Correct Answer: D

QUESTION 7

Below is a high-level breakdown of a task associated with using an ATM. drafted by a business analyst:

1. User inserts bank card
- 2 System asks for PIN
3. User enters PIN
- 4 System displays service options
5. User selects "withdraw cash" option
- 6- System ejects card

7.

System issues cash

8.

User collects printed receipt

Which optional or exceptional step is reflected in this detailed description?

A. A user inputting an incorrect PIN

B. A cash machine being empty

C. A receipt for cash issued.

D. A card being out of date-

Correct Answer: C

QUESTION 8

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.

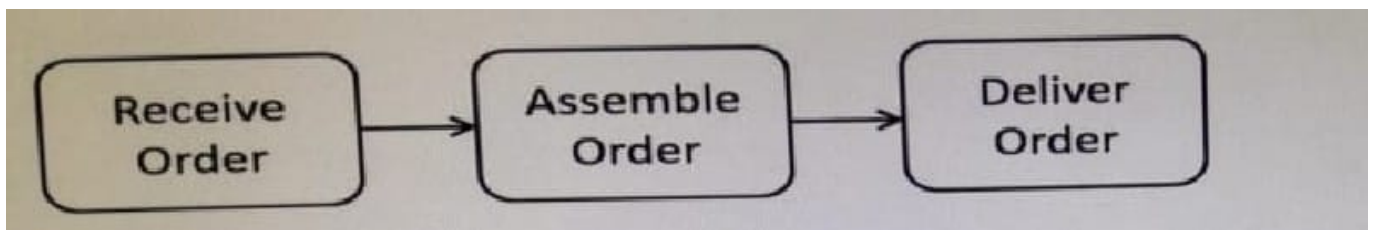
C. Stock level is reduced when orders are dispatched.

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

Correct Answer: B

QUESTION 9

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



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?

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

Correct Answer: A

QUESTION 10

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?

A. b, c and d

B. a, d and e.

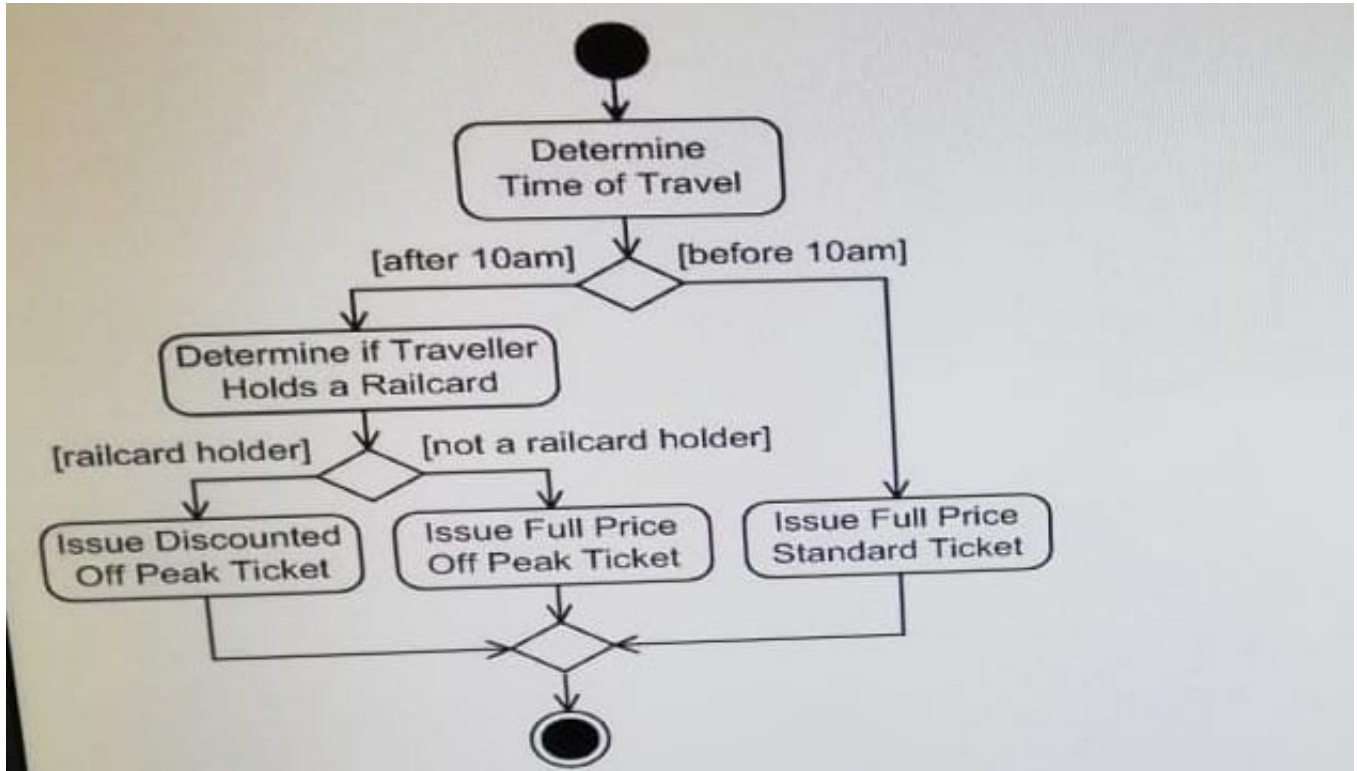
C. a and b.

D. c and e.

Correct Answer: B

QUESTION 11

The following is an activity diagram of a rail company's rules determining ticket type.



Two elements of the business rule shown are:

All travel before 10am is at Full Fare and only Standard Ticket are issued.

Off Peak tickets are issued for travel after 10am.

What is another element of this rule?

- A. Rail card holders are always entitled to a Discounted off Peak fare.
- B. During off Peak period, Railcard holders are entitled to a Discounted Standard fare.
- C. During Off periods, Railcard holder are entitled to Discounted off Peak fare.
- D. Railcard holders are always entitled to a Disconnected Standard fare.

Correct Answer: B

QUESTION 12

WALL Ltd is expanding through new product innovation and competitor acquisition. The business administrator support unit of WALL Ltd has implemented updates to handle increased load on the payroll caused by this expansion of the

business, Payroll is a critical business application. The following business scenarios are being considered:

a-Production of the payroll summary on completion of pay calculation.

b-Taking new employees into the payroll after a business acquisition.

c-Responding to local employment regulations.

d-Introduction to local employment regulations.

e-Introduction of new payment terms and condition.

Entry of absence information approved by HR.

Which of these business scenarios will MOST LIKELY give an indication of how well the updated payroll is performing?

A. b, d and e

B. b, d and e

C. a, c and e

D. b, c and d

E. a, d and e

Correct Answer: C