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QUESTION 1

A company has the following issue to consider:

- A- The way staff interact with customers
- B- The image it wishes to portray
- C- The price of competing products.
- D- The margin that it aims to make.

- A. b and c
- B. a and c
- C. a and b
- D. b and d

Correct Answer: C

QUESTION 2

A sports club rents out its playing field, the name for this business process is 'book playing field'. If the playing field is available, the booking is accepted and the following steps are immediately undertaken by a staff member

1.

Details of the booking are recorded on the club's computer system;

2.

A new booking record is created (manual record).

3.

The amount of the deposit taken is recorded on the booking record (manual record);

4.

The staff member records the booking on a planning chart (manual record),

5.

An electronic booking confirmation is automatically sent to the customer,

6.

A copy of the booking record is sent to the club manager (manual record)



How SHOULD these steps be reflected on the swimlane for the business process 'book playing field'?

- A. Steps 1 and 2 will be in one task, steps 3, 4, 5 and 6 will be shown as separate tasks.
- B. All steps will be shown as separate tasks
- C. All steps will be included within one single task
- D. Steps 1 and 2 will be in one task, steps 3 and 4 will be in a second task, steps 5 and 6 will be in a third task

Correct Answer: D

QUESTION 3

A classic car racing club has regular race days. A business analyst has produced a series of 'to-be' business process models, showing re-designed tasks and process improvements these redesigned tasks and processes include:

1.

Monitor race positions The real-time display of race positions and lap times.

2.

Inspect cars Cars need to comply with racing regulations and experts are required to inspect cars both before and after a race

3.

Restrict access to the cars and the pits needs to be restricted to selected people and these access restrictions need to be enforced

4.

Comply with data protection legislation. All proposed record management systems must comply with government regulation concerning data storage and access. Which of these is a functional requirement of an IT solution?

- A. Monitor race positions
- B. Inspect cars.
- C. Restrict access.
- D. Comply with data protection legislation

Correct Answer: C

QUESTION 4

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 5

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 be represented on an organization model of ANTAB's business?

- A. Customer request
- B. Supplier input
- C. Output from a process.
- D. Factor in the external environment



Correct Answer: A

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