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QUESTION 1

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 2

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 3

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 4

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 Wholegrain 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?

- 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

Correct Answer: D

QUESTION 5

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

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