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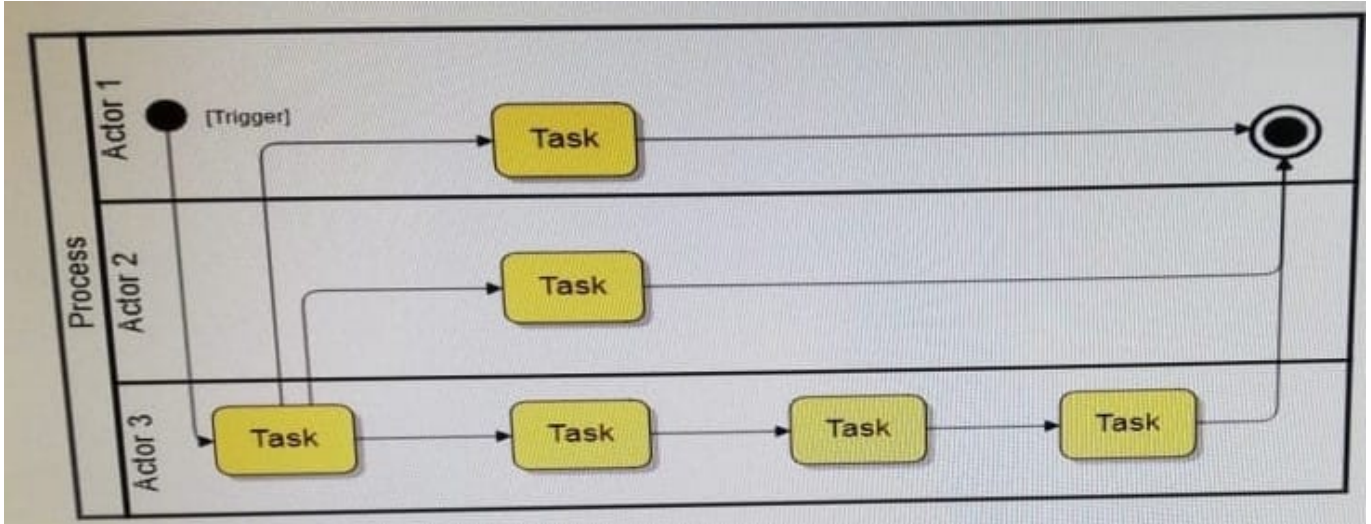
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QUESTION 1

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

Correct Answer: C

QUESTION 2

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 3

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 to 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 delivered 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.

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 workwide 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

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 organsation model of the charity?

A. Part of the environment.

B. Supplier

C. Customer

D. Process

Correct Answer: B

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