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QUESTION 1

In order to identify potential improvements, a business analyst has been asked to document the current customer sales experience in a large, electrical superstore. Whilst shadowing a customer service advisor, a sale was lost because the advisor couldn't authorise a price discount for a customer, who had seen the product advertised at a lower price by a competitor. The customer advisor tried to discount the product to match the competitor's price but was unable to do so.

The customer service advisor explained that this discounting required management approval and, unfortunately, both managers authorised to do this were on their lunch break

What element of the POPII model had caused the sale to fail?

- A. Process.
- B. People.
- C. information.
- D. Technology

Correct Answer: A

QUESTION 2

ACOMP buys in and then re-bands electronic products for various markets, including selling on to the selling on to other wholesales. It finds that business processes need to be adapted to new circumstances in multiple markets very quickly. Recently, ACOMP has investigated what might help it adjust its internal processes more quickly.

Which of the following would be MOST useful in helping ACOMP achieve this quick adjustment?

- A. Harmon's organizational model.
- B. The POPIT model.
- C. Value chain analysis.
- D. Standardised process modeling notation.

Correct Answer: A

QUESTION 3

Currently, all training offered by a company is delivered through classroom-based courses. The company recognizes that there is a need to offer a broader method of instruction. Such a change will enable company to return its market share and grow its customer base.

The proposed solution, driven by the IT department, will offer courses delivered over the web and on demand. This will include supported videos, games and quizzes. All courses will be accredited by examination bodies and sample exams will also be offered online. Student will be able to make online notes as needed and back these up. 10 guard

against accident loss.

The following have been identified on `to-be process models:

- a) Watch Video
- b) Create quiz
- c) Accredited course
- d) Undertake sample examination
- e) Backup

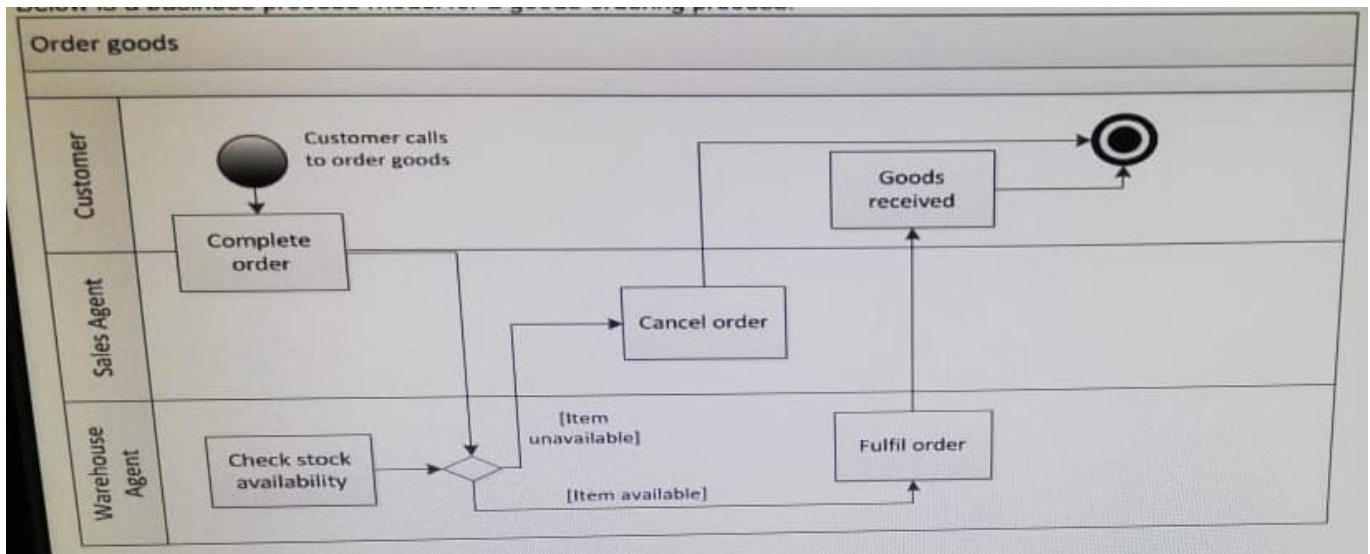
Which of these would be considered as functional requirements relating to student use of the proposed IT system?

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

Correct Answer: B

QUESTION 4

Below is a business process model for a goods ordering process:



What error has been made in this diagram?

- A. The arrowed flow line from Fulfil order should go to the end node (the bull eye) not to the task received:
- B. The arrowed flow line from Complete order should go to check stock availability not to the decision diamond.
- C. The task 'Complete order' should be in only one swimlane, as tasks straddling two swimlanes are not permitted.
- D. The task 'Cancel order' should be renamed Order cancelled as by this point in the process the order has been cancelled.

Correct Answer: B

QUESTION 5

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

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