

MBP18^{Q&As}

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QUESTION 1

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)

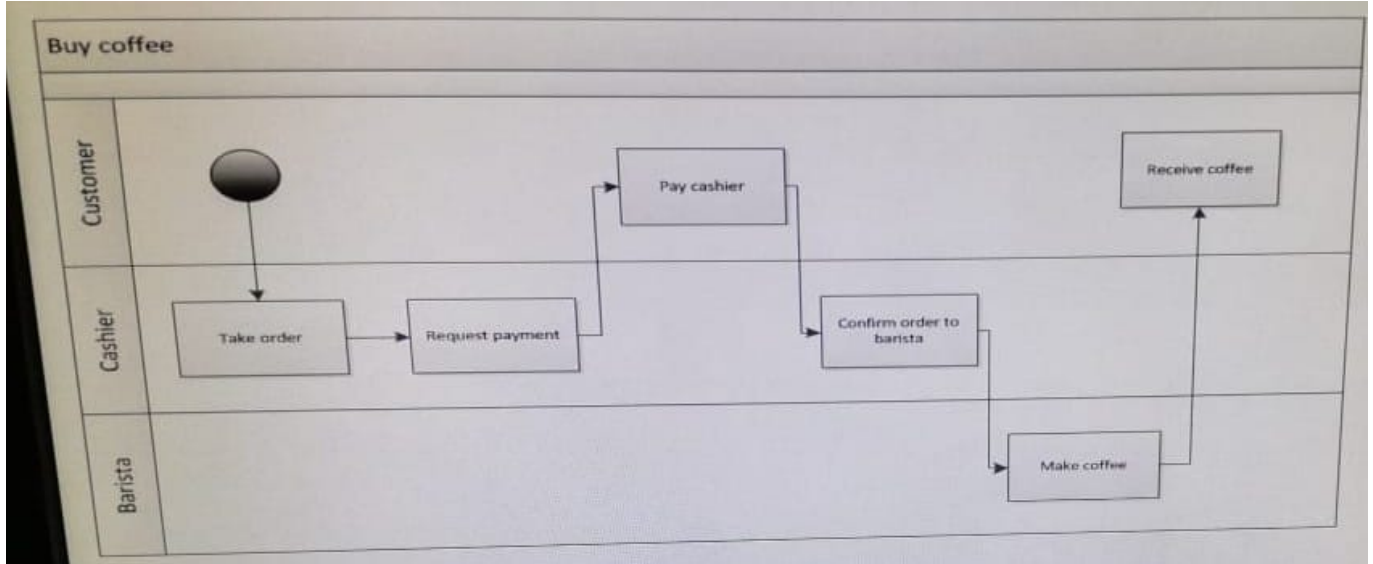
What performance issue is this MOST likely to address?

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

Correct Answer: A

QUESTION 2

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 3

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- D. A card being out of date-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 4

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.

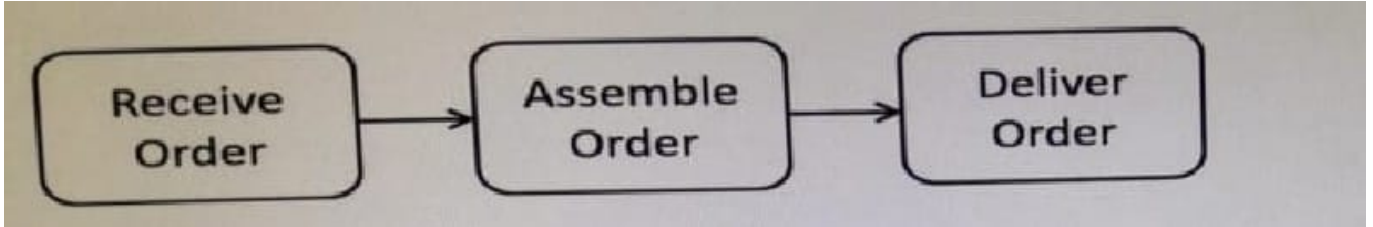
As what will the volunteers be shown on an organsation model of the charity?

- A. Part of the environment.
- B. Supplier
- C. Customer
- D. Process

Correct Answer: B

QUESTION 5

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

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