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QUESTION 1

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 2

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

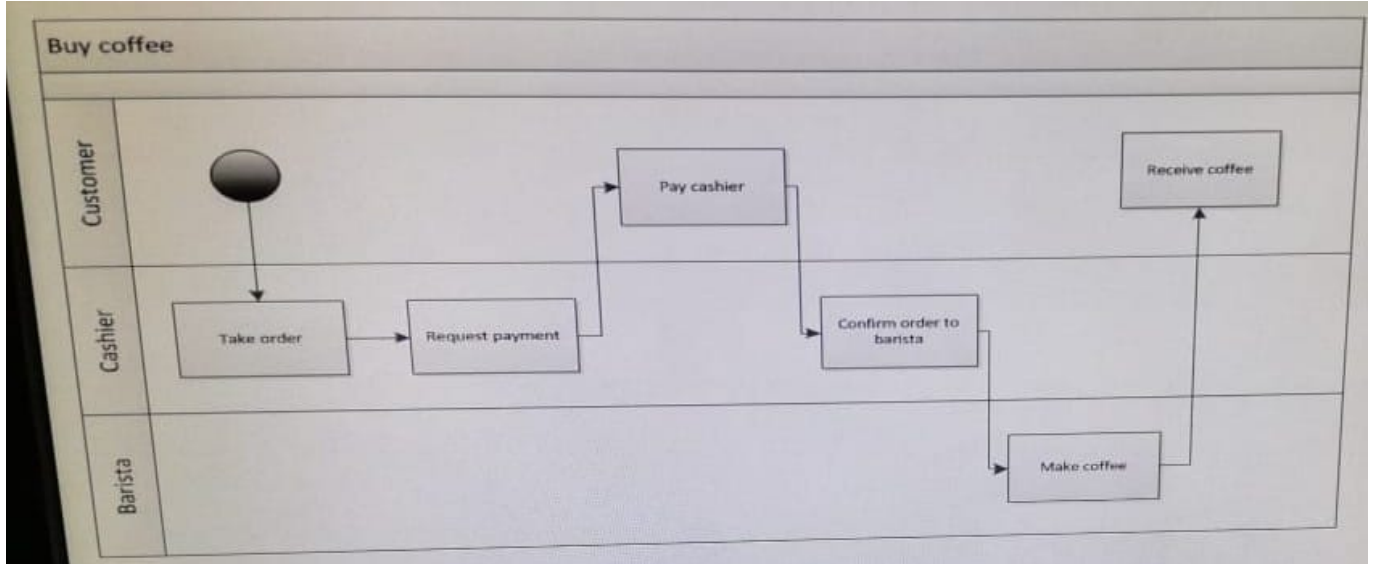
Which of these would be considered as functional requirements relating to student use of the proposed IT system?

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

Correct Answer: B

QUESTION 3

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 4

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 5

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)

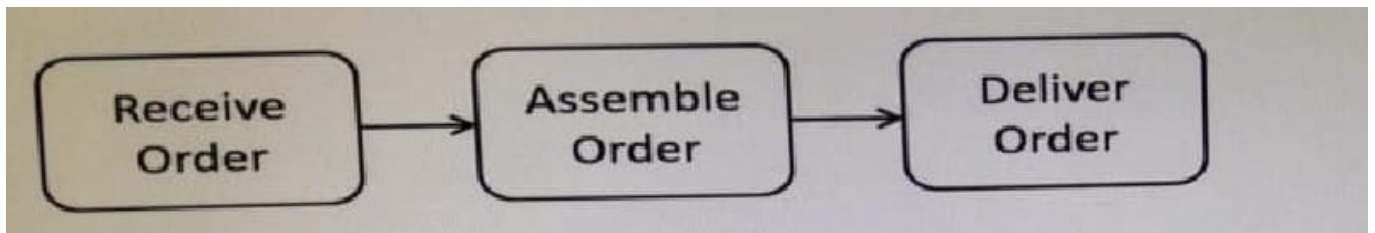
What performance issue is this MOST likely to address?

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

Correct Answer: A

QUESTION 6

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

QUESTION 7

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 8

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 levels?

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 9

When ordering goods from an online shop, a customer is given a choice of delivery methods. If the customer lives within certain qualifying locations, they can select same day delivery for an extra cost.

Request of location the customer can choose to have their order delivered to their home for a charge of £2 select a weekend delivery to their home for £6, or choose to have their order delivered to a local store to collect, which is free.

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Purchase of large products are dealt with by a separate delivery service, so customer are contacted once their order has been placed to arrange special delivery. What are the input for the task select delivery type?

- A. The customer's preferred delivery day and the customer's location
- B. The customer's location and the customer's preferred delivery day
- C. The products the customer has bought and the location of the local store
- D. The products the customer has bought and the customer's location

Correct Answer: D

QUESTION 10

The following statements have been made about the process view of an organisation

a-Used by employees to describe where they work in an organisation
b-Defines the internally recognisable formal structure of an organisation
c-Incorporates actors from a number of different organisational teams
d-Emphasises the need for cooperation between actors from different parts of an organisation

Which of these statements is/are TRUE?

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

Correct Answer: B

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