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QUESTION 1

A company provides a help desk facility to support users of their computer software. How would the provision of this facility be classified on their value chain?

- A. As an Inbound Logistics activity,
- B. As a Sales and Marketing activity.
- C. As a Technology Development activity.
- D. As a Service activity.

Correct Answer: D

QUESTION 2

A batch program runs every night to raise invoices. The next day these invoices are posted out to customers by a clerk. Customers pay the invoices with cheques. The cheques are then banked by a clerk. In this scenario, which of the following represents a business event?

- A. System prints invoices.
- B. Clerk sends invoices to customers.
- C. Customer\\'s cheque is received.
- D. Clerk banks the cheque.

Correct Answer: C

QUESTION 3

Which of the following is a primary activity in the value chain?

- A. Procurement.
- B. Firm infrastructure.
- C. Service.
- D. Technology development.

Correct Answer: C

QUESTION 4

In a business activity model, which of the following type of activities respond to deviations between actual and planned performance?



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Correct Answer: C		
D. Planning activities.		
C. Controlling activities.		
B. Doing activities.		
A. Monitoring activities.		

QUESTION 5

In which of the following categories would return on investment be considered when assessing the feasibility of a project?

- A. Financial feasibility.
- B. Business feasibility.
- C. Technical feasibility.
- D. Operational feasibility.

Correct Answer: A

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