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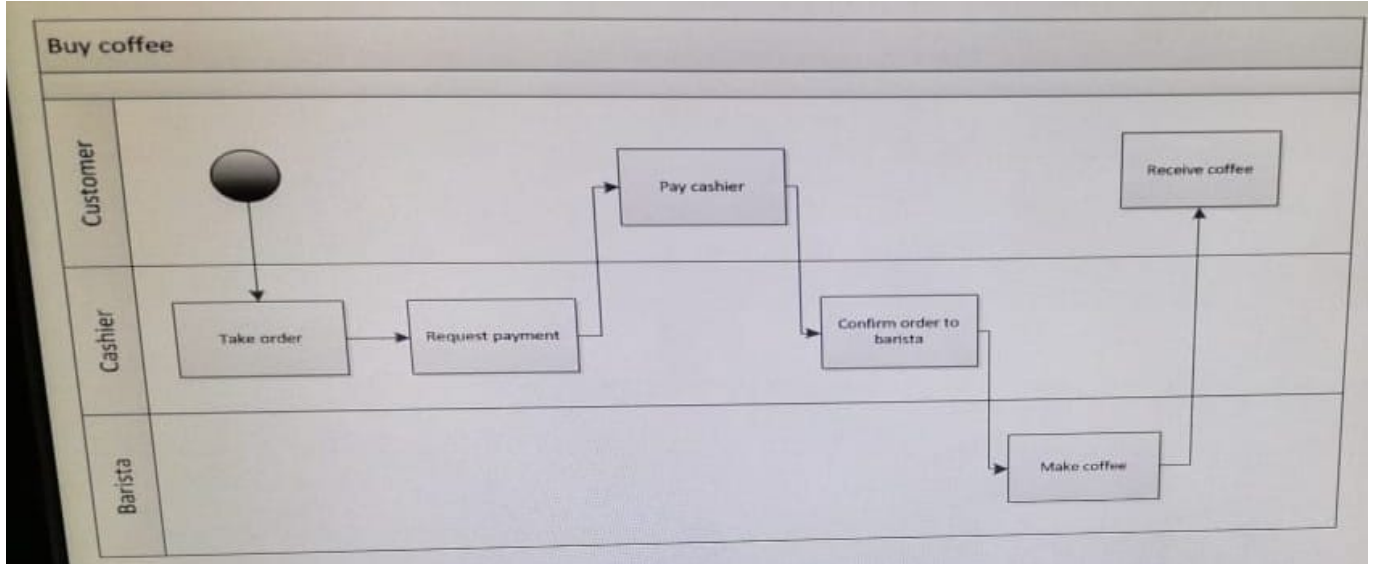
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QUESTION 1

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 2

A village clerk receives bookings for the use of the village hall for events such as weddings and parties. Although the village hall has a website, bookings have to be made in an email request from a potential customer to the village clerk, giving the dates and times required.

The event name is Email

- A. Request deposit
- B. Check customer details
- C. Book hall
- D. Check hall availability

Correct Answer: C



QUESTION 3

The CC call center handles telephone enquiries for six logistic and haulage companies. These enquiries range from the potential placement of business contracts through to complaints from individual customers.

The contractual arrangement between CCC and each company stipulates how quickly the phone should be answered (defined as a maximum number of rings) and the maximum number of calls the center will take each hour for the

company. CCC also monitors the duration of calls, the actual number of calls per hour answered by each operator and how many calls to be escalated to the next level of support.

Which of the following includes an internal and external performance measure?

- A. Actual number of calls answered per hour and the number of calls escalated
- B. Time taken to answer the phone and the average duration of a call
- C. Time taken to answer the phone and the maximum number of calls per hour for the company
- D. Average duration of a call and the actual number of calls answered per hour

Correct Answer: D

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 organisation model of the charity?

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

Correct Answer: B

QUESTION 5

WALL Ltd is expanding through new product innovation and competitor acquisition. The business administrator support unit of WALL Ltd has implemented updates to handle increased load on the payroll caused by this expansion of the

business, Payroll is a critical business application. The following business scenarios are being considered:

- a-Production of the payroll summary on completion of pay calculation.
- b-Taking new employees into the payroll after a business acquisition.



c-Responding to local employment regulations.

d-Introduction to local employment regulations.

e-Introduction of new payment terms and condition.

Entry of absence information approved by HR.

Which of these business scenarios will MOST LIKELY give an indication of how well the updated payroll is performing?

A. b, d and e

B. b, d and e

C. a, c and e

D. b, c and d

E. a, d and e

Correct Answer: C

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