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QUESTION 1

The Rich Farms Shop has had an issue with its products. All regulatory requirements are met; however, its ageing equipment is not providing the quality presentation that it advertises. A business analyst has been tasked with assembling a team to identify and recommend options to deal with this scenario.

Who will be regarded as a supplier in this scenario?

- A. Organisations that the analyst will approach to research and give feedback on new equipment technology.
- B. The shareholders of Rich Farms Shop, who will have an input into any investment decision.
- C. The finance department that will manage the funds and budget for any investment project.
- D. The marketing department, who will ensure that the product and its marketing materials are aligned.

Correct Answer: C

QUESTION 2

ANTAB specializes in manufacturing tablet computers, which are rebadged by its customers and sold under the customer's brand name. Recently, some customers have suggested that a dual-boot tablet that can run more than one operating system would improve their competitive edge.

This would require a significant change in the manufacturing process and will require a decision from senior management, supported by a business case. How would this suggestion be represented on an organization model of ANTAB's business?

- A. Customer request
- B. Supplier input
- C. Output from a process.
- D. Factor in the external environment

Correct Answer: A

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?

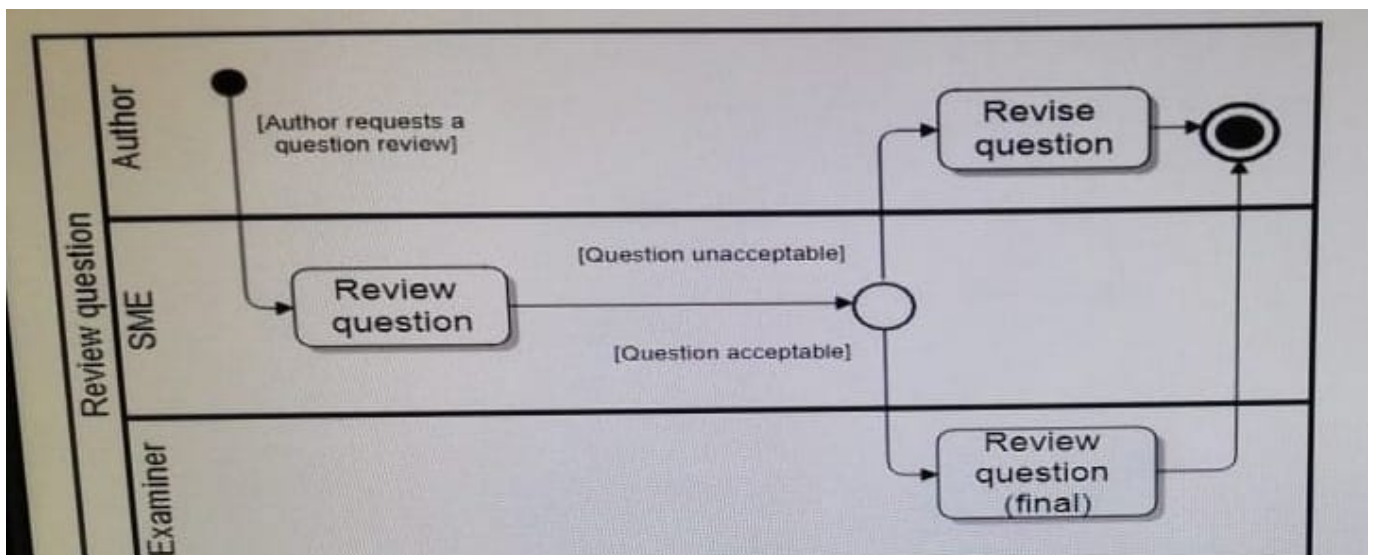
- A. A user inputting an incorrect PIN
- B. A cash machine being empty
- C. A receipt for cash issued.
- D. A card being out of date-

Correct Answer: C

QUESTION 4

An exam provider employs a number of professionals as authors authors to write exam question for industry-recognised qualifications. An author who has written an exam question submits it for review to a subject matter expert (SME), who either confirms it is acceptable and passes it to the examiner for final review and sign-off, or responds to the author with commands regarding the revision required.

A business analyst constructed a business process model of the review process:



The following statements are about the business process model:

- A-The diagram is a CORRECT representation of the scenario.
- B-There are aspects of the scenario which are INCORRECT represented in the diagram.



C-There are aspects of the scenario which are INCORRECTLY omitted from the diagram.

D-The notation used in the diagram is INCORRECT.

Which of these statements is/are TRUE?

A. a only

B. d only

C. b and d.

D. b and c.

Correct Answer: A

QUESTION 5

The product enquiry process of a company is under investigation. The current process is as follows:

1. Take customer details: Name and address of the enquirer and preferred customer payment method.
2. Confirm stock availability: Check the computer system to see if the product required are in stock.
3. Confirm delivery date, Check with outbound logistics, the likely delivery data of the in- stock products to the price not being acceptable to the customer.
4. Go ahead with order: Place order for enquirers who have accepted the price and delivery date.

What approach to improving business processes would bring an immediate improvement in this process?

- A. Change the sequence of tasks
- B. Redefine the process boundary
- C. Automate the process.
- D. Remove non-value adding tasks

Correct Answer: C

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