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QUESTION 1

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 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) Accredite 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

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 4

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 5

A company's electronic content management system was implemented last year, a business analyst has now been brought in to assess the business benefits of the system.

The analyst learnt that the project's business case was primarily built around the efficiency that paperless order processing would bring and that the project went well, but the expected business benefit have not all been realized. In the course

of an investigation, it was found that the sales team are continuing to out hard copies of customer order.

Which element of POPIT did the project not fully consider?

- A. Processes.
- B. Information and Technology
- C. People.
- D. Organisation

Correct Answer: D

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