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QUESTION 1

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 2

An assessor for an examinations board has been asked to re-mark the examination script of a candidate who has appealed against a failing grade.

To remark the script, the assessor has to log on to the examinations board's secure examination marking system held on its server. Once in the marking system, the assessor enters the candidate number (given to her by the examinations board) and downloads the script. She then marks the script, annotating each question with comments and the marks gained. Once completed, she indicates that the script is fully marked and uploads the script back into the marking system.

She raises an invoice for the re-marking and sends this to the examination board, who pay her one month later

The following all describe actions:

- a-Log on to marking system.
- b-Download script
- c-Mark script.
- d-Upload script
- e-Raise invoice.

Which of these actions are tasks in the scenario?

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

C. a and b.

D. c and e.

Correct Answer: B

QUESTION 3

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 4

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

QUESTION 5

A business analyst has documented the following description for the task Mark Script

1.

Do Mark Script

2.

Assessor enters student-id

3.

IF system finds student-id

4.

THEN display student details

5.

ELSE return to step 3 (re-enter student-id)

6.

Download script

7.

ENDIF

8.

Mark script

9.

IF student fails

10.

THEN write feedback comments about the script

11.

ENDIF

12.

Indicate that script is fully marked

13.

System transfers marker fee amount to assessor's account

14.

ENDDO- end of the mark script task

If an activity diagram is drawn for this task, how many flows will there be to the final completion (Shown as a bullseye) of the diagram?

A. 3

B. 1

C. 2

D. 4

Correct Answer: D

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