

## MBP18<sup>Q&As</sup>

BCS Practitioner Certificate in Modelling Business Processes 2018

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## QUESTION 1

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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## QUESTION 2

Which of the following statements concerning an internal process performance measure is INCORRECT?

- A. Is documented at the task level
- B. Reflects key performance indicators.
- C. Aligns with what the organisation wants to achieve
- D. Relates to customer expectations.

Correct Answer: D

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## QUESTION 3

A record company is implementing a new system to replace an existing legacy system. The project has challenging as the new system must be implemented before support for the existing system is withdrawn. The business users have been involved throughout the project and their confidence in the new system is high.

Which implementation approach is the LEAST appropriate in this situation?

- A. Pilot
- B. Phased
- C. Direct changeover

D. Parallel running.

Correct Answer: C

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#### QUESTION 4

In order to identify potential improvements, a business analyst has been asked to document the current customer sales experience in a large, electrical superstore. Whilst shadowing a customer service advisor, a sale was lost because the

advisor couldn't authorise a price discount for a customer, who had seen the product advertised at a lower price by a competitor. The customer advisor tried to discount the product to match the competitor's price but was unable to do so.

The customer service advisor explained that this discounting required management approval and, unfortunately, both managers authorised to do this were on their lunch break

What element of the POPII model had caused the sale to fail?

- A. Process.
- B. People.
- C. information.
- D. Technology

Correct Answer: A

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#### QUESTION 5

When ordering goods from an online shop, a customer is given a choice of delivery methods. If the customer lives within certain qualifying locations, they can select same day delivery for an extra cost.

Request of location the customer can choose to have their order delivered to their home for a change of £2 select a weekend delivery to their home for £6, or choose to have their order delivered to a local store to collect, which is free.

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Purchase of large products are dealt with by a separate delivery service, so customer are contacted once their order has been placed to arrange special delivery. What are the input for the task select delivery type?

- A. The customer's preferred delivery day and the customer's location
- B. The customer's location and the customer's preferred delivery day
- C. The products the customer has bought and the location of the local store
- D. The products the customer has bought and the customer's location

Correct Answer: D

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### QUESTION 6

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?

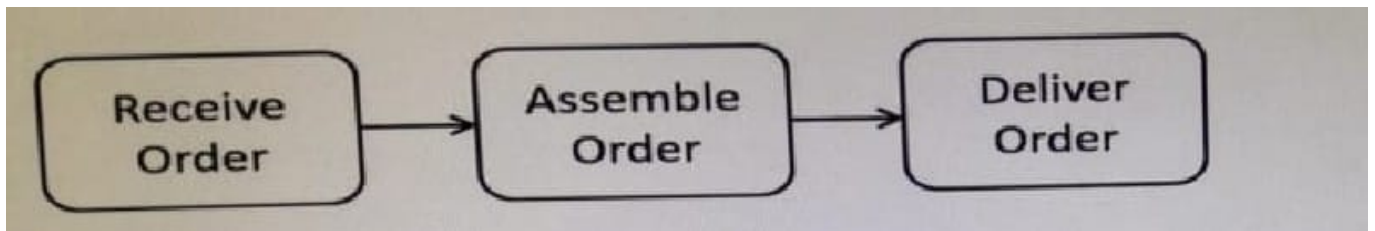
- A. Organisations that the analyst will approach to research and give feedback on new equipment technology.
- B. The shareholders of Rich Farms Shop, who will have an input into any investment decision.
- C. The finance department that will manage the funds and budget for any investment project.
- D.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

Correct Answer: C

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### QUESTION 7

This is a three-task extract from a model of a 'Fulfil Order' process:



The steps in the Assemble Order task are listed below, in the wrong order:

a-Get correct quality of item(S) b-Select suitable packing materials c-For each item on pick list d-Take items to packing table e-Go to bin location f-Print picklist What is the CORRECT order of steps in the Assemble order task?

- A. f,c,e,a,d,b
- B. c,a,f,e,b,d
- C. b,f,e,a,d,c
- D. f, e, a, c, b, d

Correct Answer: A

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## QUESTION 8

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

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## QUESTION 9

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

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## QUESTION 10

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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