

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

BCS Practitioner Certificate in Modelling Business Processes 2018

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### QUESTION 1

No Exit Suppliers has decided to implement a Commercial Off the Shelf (COTS) inventory management solution to improve its stock (Inventory) control. Before the solution is implemented, all current stock levels and stock locations will be migrated into a related database to ensure that the solution starts with accurate information. Once the system is implemented, all stock movements will be tracked via barcode scanning technology.

To ensure that the proposed solution is acceptable, which exceptional condition **MUST** be proved?

- A. Stock levels cannot fall below the minimum stock reorder level.
- B. Inaccuracies in the migrated stock level can be corrected.
- C. Stock level is reduced when orders are dispatched.
- D. Changes in stock level can be monitored on a daily basis.

Correct Answer: B

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### QUESTION 2

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 3

A local authority has declared that crime statistics will be published every month, summarizing crimes in the area. An additional report will be provided if a major incident has been recorded by the police in that month. To fulfill this requirement, the policies performance team has initiated a process requiring all police units to send in detailed crime reports one week before the end of the month. This will allow time to validate, collate and issue the statistics required by the local authority. The statistics will be approved by the police before being released for publication.

Required by the local authority. The statistics will be approved by the police board before released for publication.

From the perspective of the police force, what would be considered a) an external event and b) internal event?

- A. a- Detailed report submission. b- Local authority declaration
- B. a- Major incident b- Crime statistics approval.
- C. a- Crime statistics release b- Crime statistics submission
- D. a- Major incident b- Major incident recording

Correct Answer: A

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#### QUESTION 4

A business analyst has suggested that a process map should be built by first examining the product and services the organization provides. Before considering what process are needed to deliver these products and services. Which model would support this approach to building a process map?

- A. Proter's value chain
- B. POPIT model
- C. Swimlane diagram
- D. Harmon's organization model.

Correct Answer: A

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#### QUESTION 5

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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