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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

A company has the following issue to consider:

- A- The way staff interact with customers
- B- The image it wishes to portray
- C- The price of competing products.
- D- The margin that it aims to make.

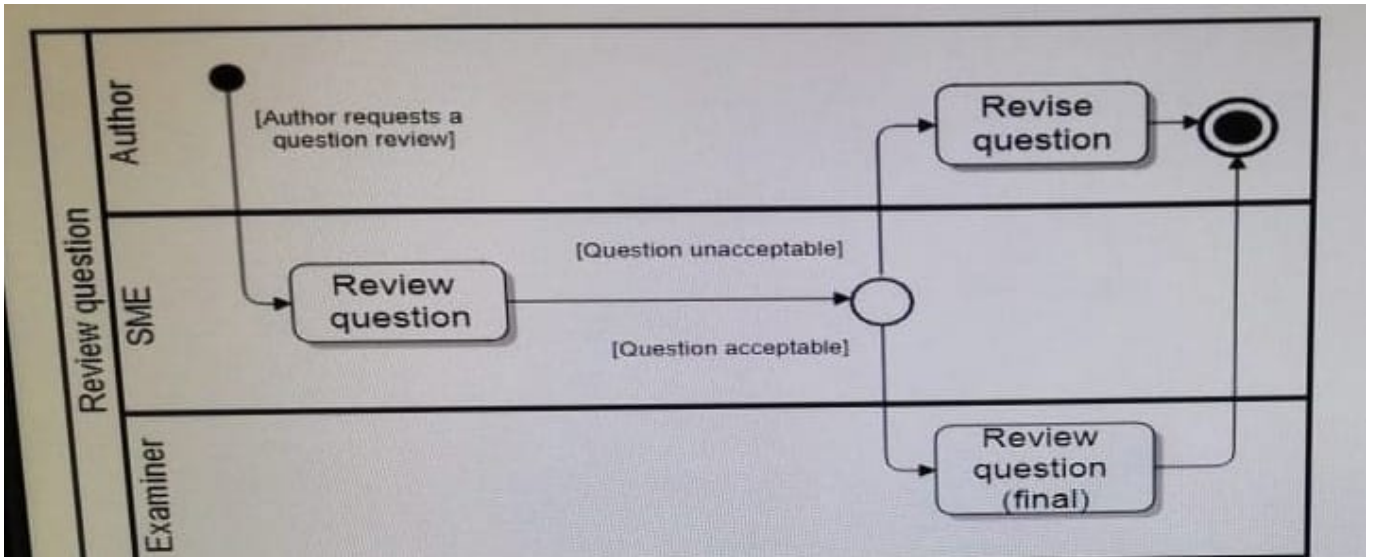
- A. b and c
- B. a and c
- C. a and b
- D. b and d

Correct Answer: C

QUESTION 3

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 4

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

QUESTION 5

A local authority has declared that crime statistics will be publish every month, summarizing crimes in the area. An additional report will be provided it a major including 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 sendin 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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