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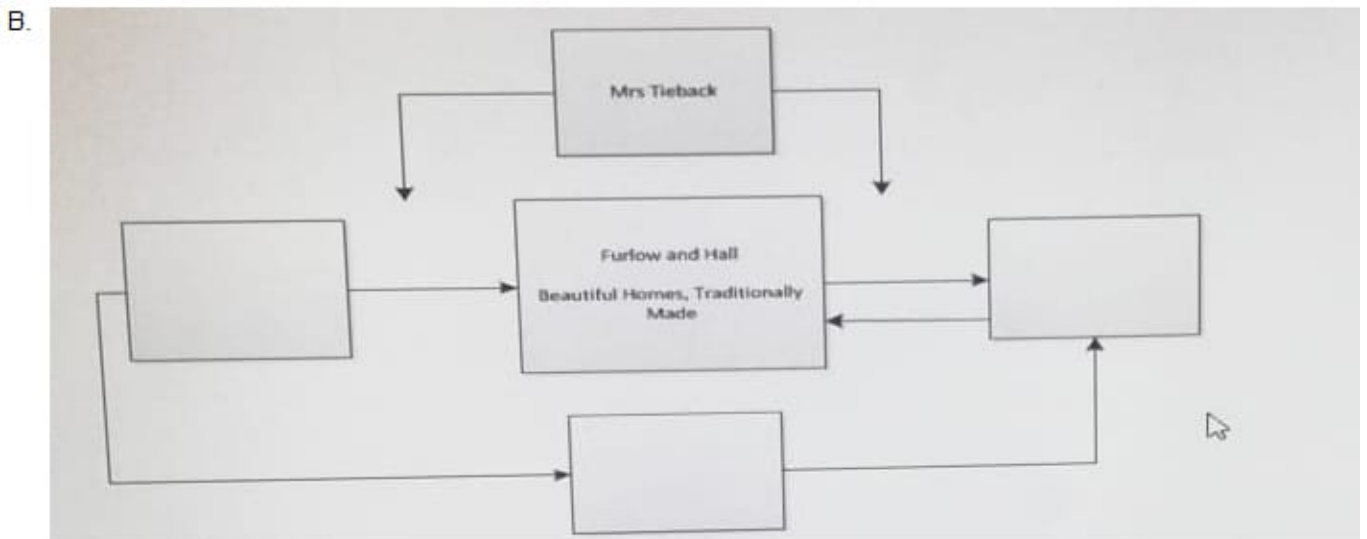
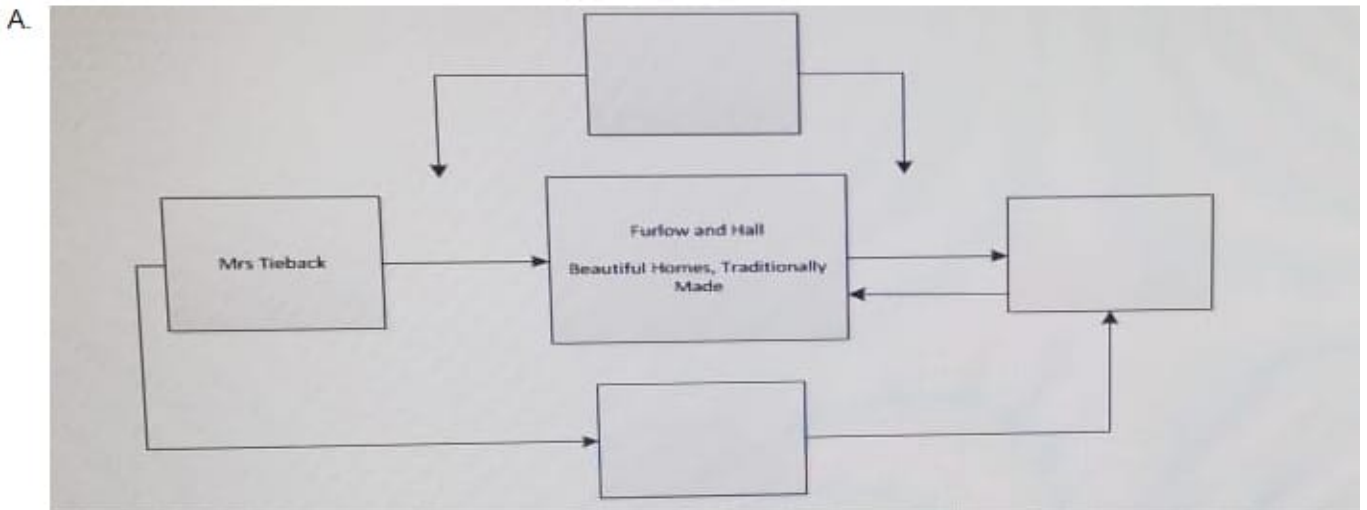


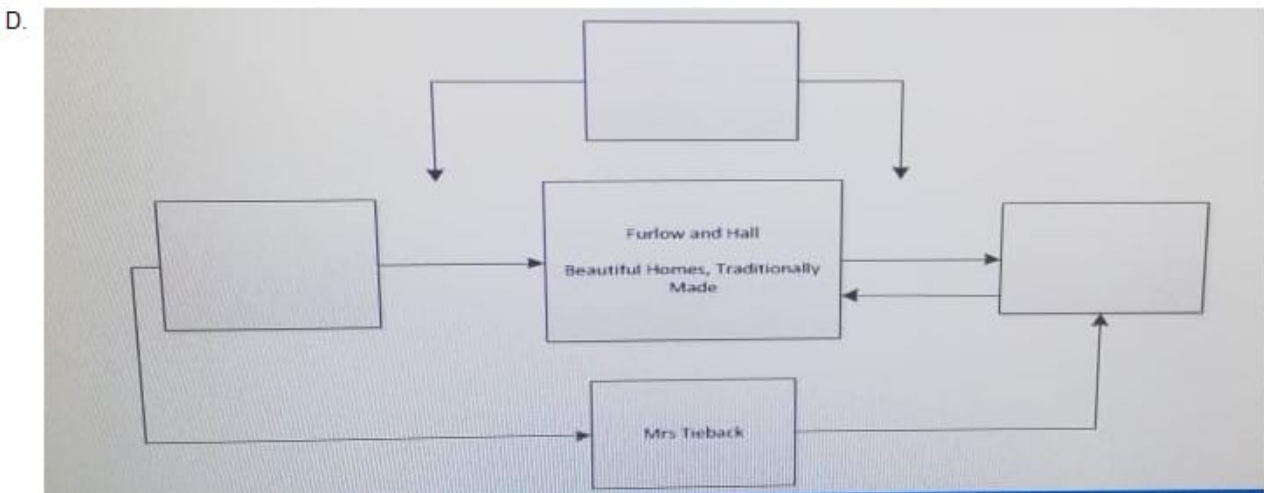
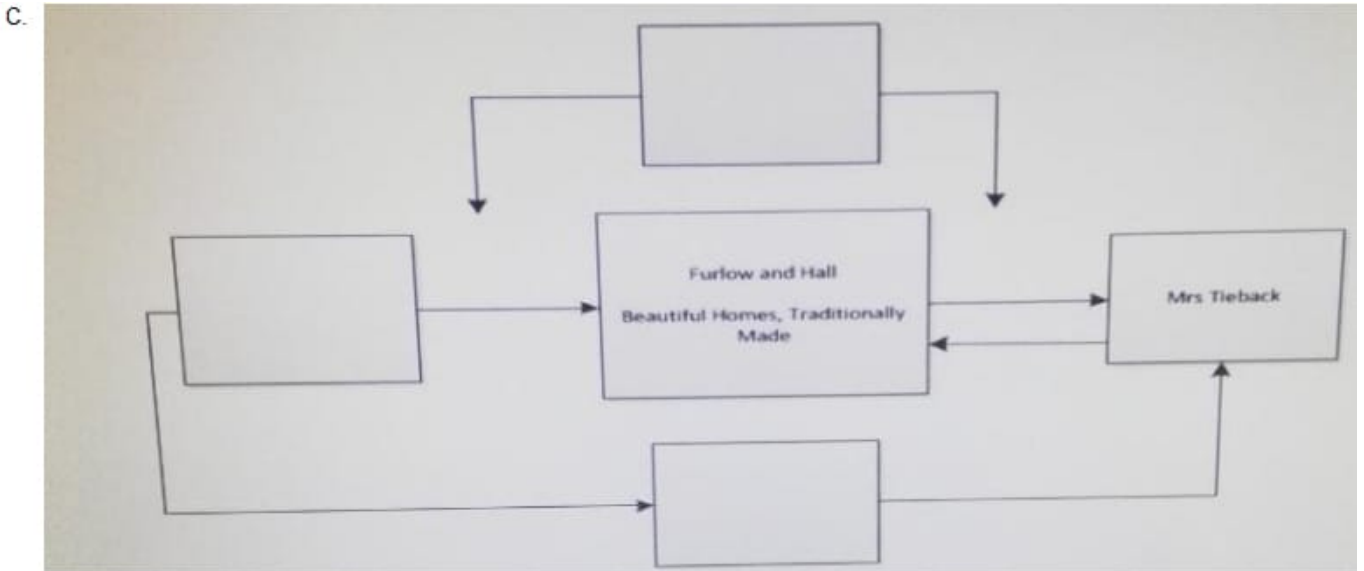
QUESTION 1

Furlow and Hall is an interior decorating business. Specializing in high-quality handmade soft furnishings and a bestspoke design service. The business uses a small number of highly skilled craftspeople to make its products using traditional techniques.

Mrs Tieback, who sews the curtains for Furlow and Hall, is retiring later this year. Her local council has discovered that she has a workshop at her home and has informed her she is liable for business rates. This will lead to increased costs and so it is no longer economically viable for her to continue working.

Where would Mrs Tieback be shown on an organisational model of Furlow and Hall?





A. Exhibit A

B. Exhibit B

C. Exhibit C

D. Exhibit D

Correct Answer: D

QUESTION 2

As part helps disadvantaged child, It works in partnership with local education authorities and health services to supported those children who need it most. The charity has 5 trustees, 27 full-time employees and 33 volunteers.

As what will the volunteers be shown on an organsation model of the charity?

A. Part of the environment.

- B. Supplier
- C. Customer
- D. Process

Correct Answer: B

QUESTION 3

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 4

Analysis has revealed that what the business wants in the future is radically different from how it currently operates

How SHOULD the business analyst proceed from this point?

- A. Develop an 'as is' model and define its problems before considering the 'to be' model
- B. Identify potential improvements that can be made to the 'as is' model, to accommodate the 'to be' model
- C. Do not develop a detailed 'as is' model, focus on developing a 'to be' model
- D. Identify tasks within the 'as is' process that are working effectively and consider them for inclusion in the 'to be' model

Correct Answer: A

QUESTION 5

The owner of a shop is taking a telephone order from a customer for a new vacuum cleaner. He needs to take and confirm customer details in this ordering process. As part of this, he enters the customer details onto a system. What does the entry of the customer's name, address and contact number represent?

- A. Event
- B. Process
- C. Step in a task
- D. Task in process

Correct Answer: A

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