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QUESTION 1

Which of the following statement is TRUE about the process view of an organisation?

- A. It focuses on the customer of the organisation.
- B. It focuses solely on the internal view of the organisation.
- C. It focuses on the functions of an organisation.
- D. It focuses on the organisational structure.

Correct Answer: A

QUESTION 2

The following requirement has been identified; The system must be able to record customer payments. What type of requirement is this?

- A. A functional requirement.
- B. A non-functional requirement.
- C. A general requirement.
- D. A technical requirement.

Correct Answer: A

QUESTION 3

Which of the following represents the total cash flows of an investment, over a period of time, adjusted to reflect the time value of money?

- A. The Internal Rate of Return.
- B. The Time to Payback.
- C. The Net Present Value.
- D. The Return on Investment.

Correct Answer: C

QUESTION 4

A batch program runs every night to raise invoices. The next day these invoices are posted out to customers by a clerk. Customers pay the invoices with cheques. The cheques are then banked by a clerk. In this scenario, which of the following represents a business event?

- A. System prints invoices.
- B. Clerk sends invoices to customers.
- C. Customer's cheque is received.
- D. Clerk banks the cheque.

Correct Answer: C

QUESTION 5

Which stage of Isaksen and Treffinger's creative problem-solving model is concerned with analysing the opinions and concerns to identify how information can be quantified?

- A. Mess finding.
- B. Data finding.
- C. Problem finding.
- D. Idea finding

Correct Answer: B

QUESTION 6

Which of the following is a primary activity in the value chain?

- A. Procurement.
- B. Firm infrastructure.
- C. Service.
- D. Technology development.

Correct Answer: C

QUESTION 7

The senior managers of an organisation recognise that they employ knowledgeable, committed staff. Under which category of a SWOT will this be recorded?

- A. Weaknesses,
- B. Opportunities.
- C. Threats.
- D. Strengths.

Correct Answer: D

QUESTION 8

The Boston Box may be used to analyse the portfolio of businesses owned by an organisation. Which of the following animals does it use in its term for businesses that have low market share in a market with low growth?

- A. Cow.
- B. Cat.
- C. Dog.
- D. Goat.

Correct Answer: C

QUESTION 9

A process model has been produced which includes diamond-shaped symbols. What does this diamond-shaped symbol represent in the model?

- A. A document.
- B. An event.
- C. A manual process.
- D. A decision.

Correct Answer: D

QUESTION 10

When are the acceptance criteria for user acceptance testing defined?

- A. When the deliverables of the system design have been agreed.
- B. When the deliverables of the requirements analysis have been agreed.
- C. When the software has been completed and has passed system testing.
- D. When the users have had the opportunity to use the software for a period of time.

Correct Answer: B

QUESTION 11

What does a force-field analysis consider?

- A. Forces for and against business change.
- B. Forces in the competitive environment.
- C. The financial strength of the company.
- D. The power of external suppliers.

Correct Answer: A

QUESTION 12

Which of the following investigation techniques is MOST appropriate for collecting quantitative information?

- A. Workshops.
- B. Activity sampling.
- C. Interviewing.
- D. Prototyping.

Correct Answer: B

QUESTION 13

An organisation called Quality Signs\\ makes display signs for commercial customers. Which of the following are MOST likely to be the Actors in a CATWOE analysis?

- A. The Managing Director of Quality Signs.
- B. The sign makers of Quality Signs.
- C. The competitors of Quality Signs.
- D. The customers of Quality Signs.

Correct Answer: B

QUESTION 14

Which of the following BEST describes the cause of a bottleneck in a business process?

- A. A step where one actor passes the process to another actor.
- B. A mismatch between the capacities of related process steps.
- C. An unnecessary step or steps in a sequence of process steps.
- D. A number of related steps that are carried out by different actors.

Correct Answer: B

QUESTION 15

Every night, at midnight, a system automatically raises invoices for customers that have placed orders that day. The invoice is sent electronically by email to customers. What is the event that triggers the production of invoices?

- A. Midnight on the system clock.
- B. The receipt of an order from a customer.
- C. The email system.
- D. The batch invoice production job.

Correct Answer: A

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