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## BCS Practitioner Certificate in Modelling Business Processes 2018

BCS MBP18

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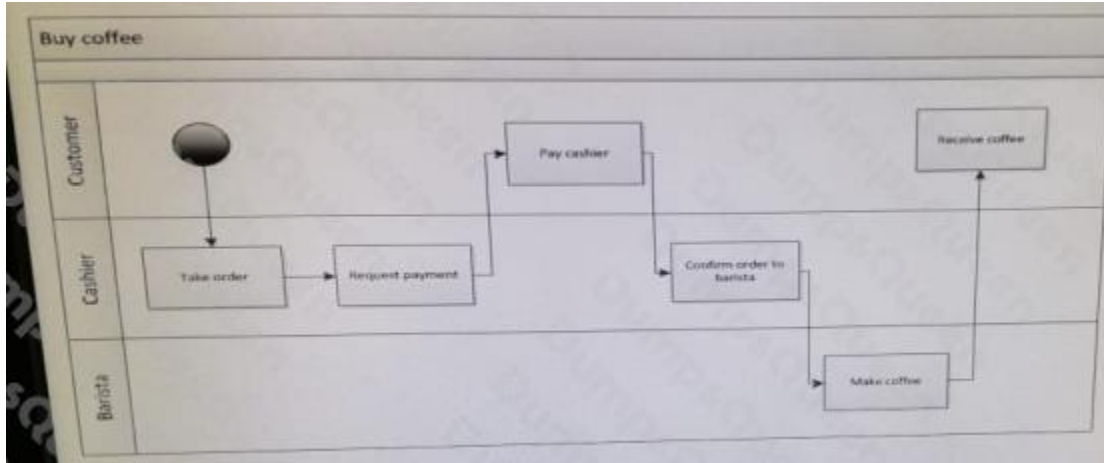
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**QUESTION NO: 1**

What is NOT clear from the following fragment of a business process model?



- A. The payment is required before the coffee is made.
- B. The initiating business event is Order Coffee.
- C. The cashier instructs the barista.
- D. The barista gives the coffee to the customer

**ANSWER: D**

**QUESTION NO: 2**

The following statements have been made about the process view of an organisation

- a) Used by employees to describe where they work in an organisation
- b) Defines the internally recognisable formal structure of an organisation
- c) Incorporates actors from a number of different organisational teams
- d) Emphasises the need for cooperation between actors from different parts of an organisation

Which of these statements is/are TRUE?

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

D. d only

**ANSWER: B**

## QUESTION NO: 3

Currently, all training offered by a company is delivered through classroom-based courses. The company recognizes that there is a need to offer a broader method of instruction. Such a change will enable company to return its market share and grow its customer base.

The proposed solution, driven by the IT department, will offer courses delivered over the web and 'on demand.' this will include supported videos, games and quizzes. All courses will be accredited by examination bodies and sample exams will also be offered online. Student will be able to make online notes as needed and back these up. 10 guard against accident loss.

The following have been identified on 'to-be process models:

- a) Watch Video
- b) Create quiz
- c) Accredite course.
- d) Undertake sample examination.
- e) Backup

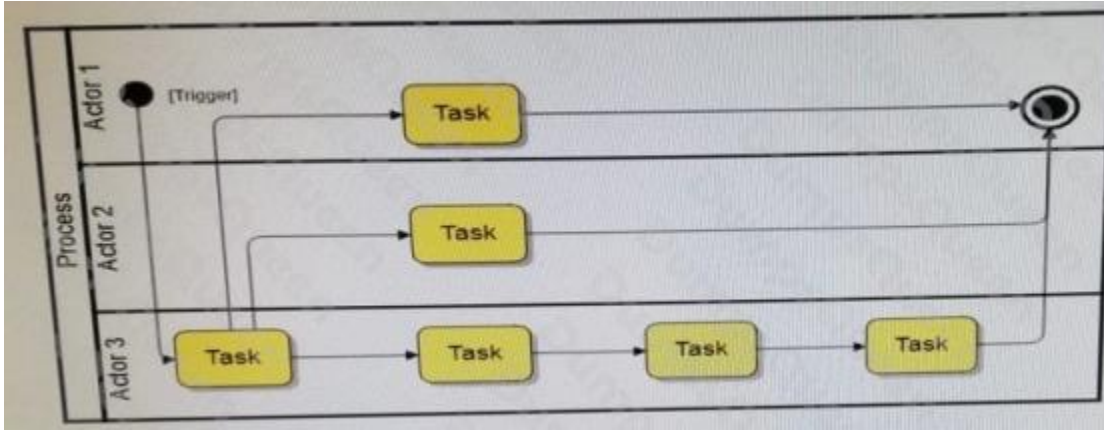
Which of these would be considered as functional requirements relating to student use of the proposed IT system?

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

**ANSWER: B**

## QUESTION NO: 4

A business analyst has identified the following pattern of business activity in a process she has been asked to improve:



The following observations have been made.

- a) The hand-offs in the process are unlikely to be worthy of further investigation.
- b) The impact of bottlenecks in the tasks performed by Actor 2 should be explored.
- c) The first task of actor 1 should always be immediately after the trigger event
- d) The impact of bottlenecks in the tasks performed by Actor 3 should be explored.

Which of these observations are CORRECT?

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

**ANSWER: C**

**QUESTION NO: 5**

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

**ANSWER: B**