BCS Modelling Business Processes – Sample Exam Questions

Q1 Which of the following is NOT a valid reason for process modelling on the project?

A. to use as a basis for training staff
B. to identify the cooperation that takes place between different departments
C. to identify problems in an existing process
D. to identify how management instructions flow down through an organisation

Q2 Working from the bottom-up, which of the following shows the different levels of process hierarchy?

A. Step → Task → Process → Organisation
B. Process → Task → Step → Organisation
C. Step → Process → Task → Organisation
D. Organisation → Process → Task → Step

Q3 What type of diagram would be used to show how the business reacts to an event?

A. Value chain
B. Organisational model
C. Business process model
D. Business activity model

Q4 XYZ is replacing its existing legacy system with a new system. XYZ has built the new system as it was increasingly unable to meet regulations in the industry. The replacement system has been developed and tested and there is a high level of confidence in the new system. What approach would be most appropriate for implementing the new system?

A. Pilot
B. Parallel
C. Direct Changeover
D. Phased

Q5 Historic Homes Trust is a charitable organisation which allows individuals and families to pay for a membership providing access to historic houses. The benefits of membership include the following:

-   Discounted annual membership fees
-   Free admission to historic homes and gardens
-   Exclusive access to talks by historians

Which elements of the value proposition are included?

A. Product/Service attributes and image
B. Product/Service attributes only
C. Customer relationship and image
D. Product/Service attributes and customer relationship

Q6 GHJ Software produce bespoke payroll and human resources software for large public sector organisations. In which part of Porter's Value Chain would the high-level process 'Develop Software' appear in the value chain analysis for GHJ?

A. Human Resource Management
B. Service
C. Operations
D. Technology Development

Q7 Which of the following is <u>NOT</u> an advantage of using a standard notation set for process diagrams?

A. Achieve subsequent integration across areas that have been modelled
B. Allow different teams involved in a process to be identified
C. Provide a means of communication between the business analyst and technical teams
D. Avoid confusion for business stakeholders reviewing diagrams

Q8 Which of the following is the MOST likely driver of internal performance measures?

A. Key Performance Indicators
B. PESTLE analysis
C. Customer demand
D. Value chain analysis

Q9 XYZ Tool Hire rent out professional tools to builders and DIY enthusiasts. In each tool hire centre they employ a Hire Manager and a Receptionist. Customers may occasionally phone to ask for advice on the right tool to hire. Between 7 am and 10 am, these calls are always handled by the Hire Manager. This may sometimes result in the Hire Manager handing the call to a Receptionist to complete the order for a tool to be hired.

Which of the following best describes the aspects of a business process diagram that can be deduced from the above description?

A. An external event, at least two swim-lanes, two tasks, one decision point
B. An internal event, one swim-lane, two tasks, two decision points
C. An external event, one swim-lane, two tasks, one decision point
D. A time-based event, at least two swim-lanes, two tasks, one decision point

Q10 FGH Legal Services assist individuals with medical negligence claims. Which of the following would be the <u>most</u> appropriate external measurement for the business process 'Handle Negligence Claim'?

A. Number of claims handled per year
B. Labour cost per claim
C. Average time taken to handle legal claim
D. Percentage of successful legal claims

Q11 The team of business analysts in CleverTraining are considering how to model the processing described below which relates to the process which allows a client to book delegates onto a training course:

'Course bookings are recorded by the Sales Team into the booking system. Each booking can be for between 1 and 5 attendees. Details of the booking are copied from the booking system into an email which is sent as a confirmation to the client'.

Which of the following statements represents how this section of processing should be modelled?

A. As a single task 'Capture Course Booking' which then loops back to itself via a decision point until all delegates have been entered
B. As a single task 'Capture Course Booking'
C. As two separate tasks - 'Capture Course Booking' which then flows to 'Send Booking Email'
D. As a single task 'Send Booking Confirmation'

Q12 LKJ Furniture restore pieces of vintage furniture based on customer specifications. One of the tasks towards the end of their business process is the wrapping and packaging of the item for safe return to the customer. The business analysts have documented the following statements for this task below:

   a) 325 seconds
   b) Packaging materials
   c) Despatcher
   d) Completed furniture item received

Which of the following most accurately represents how these items would be logged on a task specification for the relevant task'?

A. a – cost, b – input, c – actor, d – trigger
B. a – task measure, b – input, c – actor, d – input
C. a – cost, b – output, c – actor, d – trigger
D. a – output, b – input, c – swimlane, d – trigger

Q13 The business analysts in FastFramers have found a task description for the task of checking an order that has been submitted by a customer. The task is described below:

Check the contents of the order pack. If any items are missing then create a 'Missing Items email' and return the photo/artwork to the customer. If no items are missing then check for any damage to the photograph or artwork.

If the photo/artwork is not damaged then copy the order form and send one copy to the Finance team and send the original order and photo/artwork to the framers. If the photo/artwork is damaged then create a 'Damaged Items email' and return the photo/artwork to the customer.

How many decision gateways would be shown on the activity diagram for the task?

A. One
B. Two
C. Three
D. Four

Q14 SuperStationerySupply provide office stationery. They have a team of Sales Managers who visit clients mainly situated in out of town office parks. The Sales Managers telephone a head office Order Admin Team with orders received from clients. The Order Admin team enter the order into SuperStationerySupply's sales order management system.

Which of the following would be the most relevant internal measurement for the task 'Capture stationery order' which allows the Order Admin Team to capture the client's order into the sales order management system?

A. Average number of keying errors per order
B. Average value of sales order
C. Average number of items per sales order
D. Percentage of out-of-stock orders

Q15 Dorset Steam is a volunteer organisation that runs steam trains in Dorset, UK. They currently take payments for train journeys by cash but are about to start taking card payments. Their bank has issued a set of guidelines for dealing with credit and debit card payments. Where should these be documented within the task specification for the new task 'Take Card Payment'?

A. As the trigger
B. As a standard
C. As a measure
D. As an input