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## BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q31-Q36):

### NEW QUESTION # 31

At a recent Board Meeting the Directors of an office fitting company ratified the company's mission as:

To meet or undercut all our competitors' prices'

Which of the following is MOST LIKELY to be the company's vision?

- A. To reduce the cost of office fitting by 5%.
- B. To offer the best value office fitting service
- C. To increase the company's market share.
- D. To be the premier office fitting company

**Answer: B**

Explanation:

A mission statement defines the organization's purpose and primary objectives, often focusing on what the organization does and how it operates in the present. In contrast, a vision statement outlines the long-term aspirations of the organization-what it aims to become in the future. The mission provided-"To meet or undercut all our competitors' prices"-is focused on price competitiveness, which is a tactical approach rather than a strategic aspiration.

Let's analyze each option:

A . To offer the best value office fitting service: While this aligns somewhat with the mission, it is more of a value proposition or operational goal rather than a visionary statement. It lacks the aspirational and long-term focus that defines a vision.

B . To reduce the cost of office fitting by 5%: This is a specific, measurable objective, but it is too narrow and tactical to qualify as a vision. Visions are broader and not tied to specific metrics.

C . To increase the company's market share: Increasing market share is a strategic goal, but it is still an intermediate step toward achieving something greater. It does not capture the overarching ambition of the company.

D . To be the premier office fitting company: This option reflects a long-term aspiration and aligns with the characteristics of a vision statement. It expresses the desire to achieve leadership and excellence in the industry, which is consistent with the mission of being competitive on price while aiming for a higher status.

According to the BCS Business Analysis Framework , a vision statement should inspire and guide the organization toward its ultimate goal. Therefore, D is the most appropriate choice.

### NEW QUESTION # 32

One of Porter's five forces explicitly considers industry competitors.

Which of the following is the Key Focus' of this force?

- A. The products offered by Competitors
- B. A Competitor's external marketing campaign
- C. The market share of known Competitors.
- **D. Rivalry among existing Competitors**

**Answer: D**

### NEW QUESTION # 33

On a business process model, how are hand-offs represented?

- **A. By the process flow crossing from one swimlane to another.**
- B. By process flow lines crossing each other
- C. By a decision point.
- D. By a task spanning multiple swimlanes.

**Answer: A**

Explanation:

A business process model uses swimlanes to represent different roles, departments, or systems involved in a process. Hand-offs occur when responsibility for a task is transferred from one role or department to another.

Key Considerations:

Process Flow Lines Crossing Each Other: Crossing lines do not indicate hand-offs; they simply show the sequence of tasks.

Decision Point: A decision point represents a choice or branching in the process, not a transfer of responsibility.

Task Spanning Multiple Swimlanes: A single task spanning multiple swimlanes is uncommon and does not represent a hand-off.

Process Flow Crossing Swimlanes: When a process flow crosses from one swimlane to another, it indicates that responsibility for the task has been handed off to a different role or department.

Evaluation of Each Option:

A . By process flow lines crossing each other:

Crossing lines are unrelated to hand-offs and may simply indicate parallel tasks.

Conclusion: This is not correct .

B . By a decision point:

Decision points represent choices or conditions, not transfers of responsibility.

Conclusion: This is not correct .

C . By a task spanning multiple swimlanes:

Tasks typically belong to a single swimlane, so this is not a valid representation of hand-offs.

Conclusion: This is not correct .

D . By the process flow crossing from one swimlane to another:

This accurately represents a hand-off, as it shows the transfer of responsibility between roles or departments.

Conclusion: This is correct .

Final Recommendation:

Hand-offs are represented:

D . By the process flow crossing from one swimlane to another.

#### NEW QUESTION # 34

Which of the following elements of a use case diagram is used to indicate those who expect to receive a service from the system?

- A. Users.
- B. System boundaries.
- C. Entities.
- **D. Actors.**

**Answer: D**

Explanation:

A use case diagram is a visual representation of how users (or systems) interact with a system to achieve specific goals. Actors represent the entities (e.g., users or external systems) that expect to receive services from the system.

Key Elements of a Use Case Diagram:

Actors: Represent individuals or systems that interact with the system to achieve a goal.

System Boundaries: Define the scope of the system being modeled.

Users: While "users" may seem similar to actors, the term "actors" is the correct technical term in use case diagrams.

Entities: Entities typically refer to data objects or components, not those receiving services.

Evaluation of Each Option:

A . Actors:

Actors are the correct element used to indicate those who expect to receive a service from the system.

Conclusion: This is correct .

B . System boundaries:

System boundaries define the scope of the system but do not represent those receiving services.

Conclusion: This is not correct .

C . Users:

While users may interact with the system, the correct term in use case diagrams is "actors." Conclusion: This is not correct .

D . Entities:

Entities represent data objects or components, not those receiving services.

Conclusion: This is not correct .

#### NEW QUESTION # 35

The term CATWOE provides a framework for defining and analysing business perspectives. In a project, which letter of CATWOE should be first understood by the business analyst?

- A. The Customer.
- B. The Actor
- C. The Owner.
- **D. The Weltanschauung or world-view.**

**Answer: D**

#### NEW QUESTION # 36

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