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*BCS Practitioner Certificate in Business Analysis Practice 5.1*

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## BCS BAPv5 Exam Syllabus Topics:

| Topic   | Details   |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"><li>Analyzing the Current State: This section of the exam covers choosing the most viable method methods to research the business situation and how to utilize tools to represent the current business situation.</li></ul> |
| Topic 2 | <ul style="list-style-type: none"><li>Designing and Defining the Solution: In this exam, the topics covered include how to identify the stages of Design Thinking, defining the utilization of divergent and convergent thinking, and gap analysis.</li></ul> |

- Establishing the Target State: In this section, the topics covered include utilizing a business activity mode and how to pinpoint the five activities included in a BAMExplain the three types of business events.

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## Standard BAPv5 Answers | Dump BAPv5 Check

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## BCS Practitioner Certificate in Business Analysis Practice v5.0 Sample Questions (Q100-Q105):

### NEW QUESTION # 100

An airline has agreed that the following Key performance indicator (KPI) will help measure one of the airline's Critical Success Factors (CSFs) -customer service. The KPI is the percentage of customers rating our service as excellent in an independently administrator customer survey.

In the current year, the performance objective associated with KPI is 70%. The airline, therefore, aims for at least 70% of customers rating its service as excellent.

Which of the following activities in a Business Activity Model would establish whether the KPI and its associated performance objective is being achieved?

- A. Monitor customer satisfaction.
- B. Agree performance objective.
- C. Deliver customer service.
- D. Define customer satisfaction.

**Answer: A**

Explanation:

Explanation

The activity 'monitor customer satisfaction' would establish whether the KPI and its associated performance objective is being achieved, as it would involve collecting and analysing the data from the customer survey.

The other activities are related to defining, agreeing or delivering customer satisfaction, but not measuring it.

Therefore, option A is the correct answer.

References:

12 Types of Business Events (Plus How They Can Impact Goals) | Indeed.com SysML Diagram Tutorial | SysML.org

### NEW QUESTION # 101

You have been discussing Paurs recent project with him He explained that he had needed to spend considerable time interviewing stakeholders and was now behind plan You asked him why he didn't use a workshop to avoid delays.

Which of the following MIGHT Paul reply'? Select the THREE that apply

- A. Consensus from stakeholders needed to be established
- B. One stakeholder has a dominant personality
- C. The stakeholders were located in different time zones
- D. The challenge of organising key stakeholder diaries
- E. A neutral venue was available for stakeholder discussions

**Answer: C,D,E**

Explanation:

### Explanation

A workshop is a technique for conducting group discussions and activities with stakeholders to elicit, analyse, validate and prioritise their views and needs. It helps to facilitate effective communication and collaboration among stakeholders and resolve conflicts or issues. Therefore, options B, D and E are correct answers, as they are possible reasons why Paul did not use a workshop to avoid delays. They describe different challenges or constraints that may prevent or limit the use of a workshop technique. Option B describes a challenge related to the geographical location of stakeholders. If the stakeholders are located in different time zones, it may be difficult or impractical to arrange a workshop that suits their availability and preferences. Option D describes a challenge related to the availability of stakeholders. If the key stakeholders have busy or conflicting schedules, it may be hard or impossible to organise a workshop that involves all of them at the same time. Option E describes a constraint related to the venue of the workshop. If a neutral venue is available for stakeholder discussions, it may be preferable or necessary to use it instead of a workshop, as it may reduce bias or influence from any stakeholder group. Option A is not a correct answer, as it is not a reason why Paul did not use a workshop to avoid delays. It describes an issue that may arise during a workshop, but not prevent or limit its use. If one stakeholder has a dominant personality, it may affect the dynamics and outcomes of the workshop, but it can be managed by using appropriate facilitation skills and techniques. Option C is not a correct answer, as it is not a reason why Paul did not use a workshop to avoid delays. It describes an objective that may be achieved by using a workshop, but not prevent or limit its use. If consensus from stakeholders needs to be established, it may be beneficial or essential to use a workshop, as it can help to reach a common understanding and agreement among stakeholders.

References: BCS Practitioner Certificate in BAP Specimen, page 41.

### NEW QUESTION # 102

You have been asked to explain divergent and convergent thinking to a colleague How would you describe the purpose of both divergent and convergent thinking to them Select the BEST TWO answers

- A. Convergent thinking review ideas for way forward
- B. Convergent thinking define the solution in detail
- C. Divergent thinking generate ideas.
- D. Convergent thinking define the action to be taken, broadly
- E. Divergent thinking creatively considering multiple solutions to the problem

**Answer: A,C**

### Explanation:

#### Explanation

Divergent thinking and convergent thinking are two types of thinking processes that can be used to solve problems creatively and effectively. Therefore, options A and B are correct answers, as they describe the purpose of both divergent and convergent thinking respectively. Option A describes the purpose of divergent thinking, which is to generate ideas. Divergent thinking involves exploring multiple possible solutions to a problem without judging or evaluating them. It helps to stimulate creativity and innovation by expanding the range and diversity of ideas. Option B describes the purpose of convergent thinking, which is to review ideas for way forward. Convergent thinking involves analysing and evaluating multiple possible solutions to a problem and selecting the best one for further development and implementation. It helps to ensure feasibility and suitability by narrowing down the range and diversity of ideas. Option C describes an aspect of divergent thinking, which is creatively considering multiple solutions to the problem, but not its purpose. The purpose of divergent thinking is to generate ideas, not just consider them creatively. Option D describes an aspect of convergent thinking, which is defining the solution in detail, but not its purpose. The purpose of convergent thinking is to review ideas for way forward, not just define them in detail. Option E describes an aspect of convergent thinking, which is defining the action to be taken, broadly, but not its purpose. The purpose of convergent thinking is to review ideas for way forward, not just define the action to be taken, broadly.

References: BCS Practitioner Certificate in BAP Specimen, page 47.

### NEW QUESTION # 103

PopUp Packaging is applying design thinking to a new project. In researching techniques to support this activity, it has come across divergent and convergent thinking.

Which stage of the Design Thinking Process should divergent and convergent thinking benefit?

- A. Empathise.
- B. Define.
- C. Create.
- D. Ideate.

**Answer: D**

Explanation:

Divergent and convergent thinking are most valuable when a team is generating options and then narrowing them down to the most promising set. In the business analysis guidance, this pattern appears in the creative problem-solving material: once ideas have been stimulated using creative thinking techniques (idea generation), they are then evaluated so the team can focus on ideas that could provide solutions (selection and refinement). This explicit "generate many ideas → evaluate and focus" flow is the essence of divergent (expanding possibilities) followed by convergent thinking (reducing and choosing).

Mapped to the Design Thinking Process, this aligns most directly to the Ideate stage. Ideation is where teams deliberately explore alternatives, challenge assumptions, and use creativity tools to produce a wide range of concepts before assessing them. The guidance also cautions against moving into solution selection too early and highlights that solution finding comes later, after other aspects have been considered-reinforcing that ideation should first widen thinking before converging on the best options.

By contrast, Empathise focuses on understanding users and their context, and Define focuses on clarifying the problem statement. Those stages can involve analysis and synthesis, but the documented "creative ideas then evaluate and focus" approach is most characteristically the work of Ideate.

#### NEW QUESTION # 104

ForestRetreat organises events in national forests and woodland, including log cabin accommodation and transport. It has recently purchased a new woodland plot and plans to offer events there in the summer, but there is much to do in preparation. A local builder has been commissioned to construct the log cabins. A volunteer organisation will work with ForestRetreat to provide transport for customers who are attending the events. The senior officer for the south east region of ForestRetreat has been asked to oversee the development of the new woodland plot.

Which stakeholder group is not represented in this scenario?

- A. Partner.
- **B. Employee.**
- C. Supplier.
- D. Manager.

**Answer: B**

Explanation:

The business analysis documentation distinguishes stakeholder categories and provides examples including customers, employees, managers, partners, suppliers, and others. The scenario clearly includes a supplier: the local builder is providing goods/services (construction) to ForestRetreat, which fits the definition of a supplier. It also includes a partner: the volunteer organisation is "working with" ForestRetreat to provide transport on its behalf, which aligns with the definition of partners as organisations that work with an organisation to provide services on its behalf.

A manager is represented by the senior officer who has been asked to oversee development of the new plot. The glossary explicitly lists managers as a distinct stakeholder category, separate from employees. While managers are employees in a general HR sense, the stakeholder categorisation used here treats managers and employees as separate groups because they often have different interests, influence, and perspectives on change.

What is not represented is the employee stakeholder group (non-managerial staff). No operational staff, event staff, customer service staff, or other employees are mentioned-only a manager (senior officer). Therefore, the missing stakeholder group from the options is Employee.

#### NEW QUESTION # 105

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As we all know, if everyone keeps doing one thing for a long time, as time goes on, people's attention will go from rising to falling. Experiments have shown that this is scientifically based and that our attention can only play the best role in a single period of time. In reaction to the phenomenon, therefore, the BAPv5 test material is reasonable arrangement each time the user study time, as far as possible let users avoid using our latest BAPv5 Exam Torrent for a long period of time, it can better let the user attention relatively concentrated time efficient learning. The BAPv5 practice materials in every time users need to master the knowledge, as long as the user can complete the learning task in this period, the BAPv5 test material will automatically quit learning system, to alert users to take a break, get ready for the next period of study.

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