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BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q19-Q24):

NEW QUESTION # 19
In a use case diagram, how are external systems represented?

- A. As a use case outside the system boundary
- B. As an actor inside the system boundary
- C. As an associated system inside the system boundary
- D. As an actor outside the system boundary

Answer: D

Explanation:
In a UML Use Case Diagram, the entities that interact with the system being modeled (the System Boundary) are called Actors. An Actor represents a role played by a user, piece of hardware, or another system. External systems that exchange information with the system being defined are always represented as an actor outside the system boundary, just like human users. This clearly separates the responsibilities of the system under study from all entities and systems that lie outside its scope.
(Reference: BCS Requirements Engineering - Use Case Modelling)

NEW QUESTION # 20
AlpmeTrails is a company that specialises in offering tailored walking holidays The company was set up by two people, who each own 50% of the business AlpineTrails books hotels, transport and equipment to create bespoke holidays for AlpineTrails customers. An agreement was recently reached with WalkNation. a national walking organisation, for AlpineTrails to provide a number of special holidays for its members These will be branded as WalkNation Holidays AlpineTrails will be responsible for organising the holidays but WalkNation will undertake the marketing and booking of these special holidays for its members As well as customers, which THREE stakeholder groups are represented in this scenario?

- A. Supplier
- B. Owner
- C. Partner
- D. Manager.
- E. Competitor

Answer: A,B,C

Explanation:
To identify the stakeholder groups represented in the scenario, we need to analyze the relationships and roles described:
Stakeholder Groups in the Scenario:
Owner:
The two founders of AlpineTrails, who each own 50% of the business, are clearly stakeholders as owners. They have a vested interest in the success of the business and its partnerships.
Partner:
WalkNation is described as a partner organization that collaborates with AlpineTrails to offer special holidays for its members. This partnership involves shared responsibilities (marketing and booking by WalkNation, holiday organization by AlpineTrails).
Supplier:

AlpineTrails books hotels, transport, and equipment to create bespoke holidays. These entities (hotels, transport providers, equipment suppliers) are suppliers to AlpineTrails and play a critical role in delivering the holidays.
Manager:
While managers may exist within AlpineTrails, they are not explicitly mentioned in the scenario. Therefore, this group is not represented.
Competitor:
Competitors are not mentioned or implied in the scenario, so this group is not represented.
Evaluation of Each Option:
A . Owner:
The two founders of AlpineTrails are explicitly described as owners.
Conclusion: This is a relevant stakeholder group .
B . Partner:
WalkNation is explicitly described as a partner.
Conclusion: This is a relevant stakeholder group .
C . Supplier:
Hotels, transport, and equipment providers are implicitly described as suppliers.
Conclusion: This is a relevant stakeholder group .
D . Manager:
Managers are not explicitly mentioned in the scenario.
Conclusion: This is not a relevant stakeholder group .
E . Competitor:
Competitors are not mentioned or implied in the scenario.
Conclusion: This is not a relevant stakeholder group .

NEW QUESTION # 21
Which of the following is an advantage to the host organisation of using an internal consultant to conduct a business analysis project?

- A. They will only be paid when they are needed.
- B. They will be familiar with the host organisation.
- C. They will have a dispassionate view of the host organisation.
- D. They will have a broad business perspective.

Answer: B

NEW QUESTION # 22
The management of a chain of hotels has decided that one of its critical success factors (CSF) is to 'provide excellent customer service' The below measures have been suggested.
Which THREE of these are appropriate key performance indicators (KPIs) for the CSF 'provide excellent customer service"?

- A. The percentage of customers who return
- B. The percentage of customers who join the hotel loyalty scheme
- C. The number of customers who complain.
- D. The percentage of customers who use the leisure facilities
- E. The number of customers who make use of their in-room mini bar

Answer: A,B,C

Explanation:
To determine which measures are appropriate Key Performance Indicators (KPIs) for the Critical Success Factor (CSF) "provide excellent customer service," we must first understand the relationship between CSFs and KPIs:
Critical Success Factors (CSFs): These are the essential areas or activities that an organization must excel at to achieve its goals. In this case, "provide excellent customer service" is a CSF.
Key Performance Indicators (KPIs): These are measurable metrics used to evaluate progress toward achieving a CSF. KPIs should directly align with the CSF and provide actionable insights.
Now, let's evaluate each option to determine whether it is an appropriate KPI for the CSF "provide excellent customer service":
A . The number of customers who make use of their in-room mini bar
This measure tracks customer behavior related to a specific hotel amenity (the mini bar). While it may indicate customer satisfaction with the room's offerings, it does not directly measure the quality of customer service.
Conclusion: This is not an appropriate KPI for the CSF "provide excellent customer service." B . The percentage of customers who

use the leisure facilities This measure tracks how many customers utilize the hotel's leisure facilities (e.g., gym, pool, spa). While it may reflect customer engagement with the hotel's amenities, it does not directly assess the quality of customer service.
Conclusion: This is not an appropriate KPI for the CSF "provide excellent customer service." C . The number of customers who complain Customer complaints are a direct indicator of dissatisfaction and can highlight areas where customer service needs improvement. A high number of complaints suggests poor customer service, while a low number indicates better service quality. This measure is closely aligned with the CSF "provide excellent customer service" because it provides actionable feedback on service performance.
Conclusion: This is an appropriate KPI for the CSF.
D . The percentage of customers who join the hotel loyalty scheme
Customers are more likely to join a loyalty scheme if they have had a positive experience with the hotel, including excellent customer service. This measure reflects customer satisfaction and loyalty, which are outcomes of good service.
Conclusion: This is an appropriate KPI for the CSF.
E . The percentage of customers who return
Repeat customers are a strong indicator of customer satisfaction and loyalty, which are directly influenced by the quality of customer service. If customers return to the hotel, it suggests they were satisfied with their previous experience, including the service they received.
Conclusion: This is an appropriate KPI for the CSF.

NEW QUESTION # 23
Which of the following models might include the documentation of scenarios?

- A. A business activity model.
- B. A use case model.
- C. A corporate data model.
- D. A class model.

Answer: B

NEW QUESTION # 24
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