

# **BCS PC-BA-FBA-20 Web-Based Practice Exam Questions**



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## **BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q17-Q22):**

**NEW QUESTION # 17**

Which technique is used to help understand how an organisation's products and services meet customer expectations by looking at product and service attributes as well as image and customer relationship?

- A. SWOT analysis
- B. SIPOC
- **C. Value proposition**
- D. Porter's five forces.

**Answer: C**

Explanation:

The technique focused on analyzing the fit between an organisation's offerings and customer needs, specifically examining the combination of product and service attributes, the company's image, and the customer relationship, is the Value Proposition. The Value Proposition describes the unique benefits, value, and experience that a company promises to deliver to its customers to satisfy their needs and wants better than the competition. It's a critical tool for ensuring that the business improvement efforts are truly valuable from a customer's perspective. Porter's Five Forces and SWOT analysis are macro-strategic tools, and SIPOC is a process analysis technique.

(Reference: BCS Business Analysis Practice - Improving Business Services and Processes, Value Proposition)

#### **NEW QUESTION # 18**

Which of the following is likely to be an input into the Analysing the Needs' stage of the business analysis process model?

- **A. Agreed business activity model**
- B. Validated requirements document
- C. Shortlist of business options.
- D. The business case

**Answer: A**

#### **NEW QUESTION # 19**

An analyst has discovered that a company wishes to hold information about departments and employees. A department may have many employees in it, but each employee can, at any one time, only work in one department. There is no requirement to store historical information. However, there are currently eight departments and over one hundred employees.

How would this relationship be shown on an Entity Relationship diagram?

- A. As a many-to-many between Department and Employee.
- **B. As a one-to-many between Department and Employee.**
- C. As (8..100) at the Department end of the relationship.
- D. As a one-to-one between Department and Employee.

**Answer: B**

#### **NEW QUESTION # 20**

Who is the target of the value proposition?

- A. The Competitor.
- **B. The Customer**
- C. The Sponsor.
- D. The Supplier,

**Answer: B**

#### **NEW QUESTION # 21**

Why should requirements be SMART?

- A. To ensure that the requirement is graphically modelled.

- B. To ensure that the requirement is well formed.
- C. To ensure that the requirement is intelligently expressed.
- D. To ensure that the requirement supports business objectives.

**Answer: B**

## NEW QUESTION # 22

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