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## BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q73-Q78):

### NEW QUESTION # 73

A business case contains the following in its management summary:

'The recommended option meets the new regulatory requirements. It will ensure our products remain in the marketplace and be the first to receive compliance certification, which will enhance our reputation as the market leader. New business policies and processes will be introduced, which may temporarily reduce productivity. The action plan will be communicated to all staff at the next monthly meeting?'

Which TWO categories of costs and benefits are described in this extract?

- A. Irregular costs
- B. Tangible costs
- C. Tangible benefits
- D. Intangible costs.
- E. Intangible benefits

**Answer: D,E**

Explanation:

To identify the categories of costs and benefits described in the extract, we need to analyze the content carefully:

Extract Analysis:

"New business policies and processes will be introduced, which may temporarily reduce productivity":

This refers to a cost associated with implementing new policies and processes.

Productivity is an intangible factor because it cannot be directly measured in monetary terms.

Category: Intangible costs .

"It will ensure our products remain in the marketplace and be the first to receive compliance certification, which will enhance our reputation as the market leader":

This refers to a benefit related to maintaining market presence, achieving compliance, and enhancing reputation.

Reputation and market leadership are intangible factors because they are qualitative and not directly quantifiable in monetary terms.

Category: Intangible benefits .

Evaluation of Each Option:

A: Tangible costs:

Tangible costs are measurable financial expenses (e.g., equipment, labor). The extract does not mention any specific financial costs.

Conclusion: This is not relevant .

B: Intangible costs:

The temporary reduction in productivity is an intangible cost.

Conclusion: This is relevant .

C: Tangible benefits:

Tangible benefits are measurable financial gains (e.g., increased revenue). The extract does not mention any specific financial benefits.

Conclusion: This is not relevant .

D: Intangible benefits:

Enhanced reputation and market leadership are intangible benefits.

Conclusion: This is relevant .

E: Irregular costs:

Irregular costs refer to one-time or infrequent expenses. The extract does not describe such costs.

Conclusion: This is not relevant .

#### **NEW QUESTION # 74**

Which stage of the requirements engineering process precedes requirements validation?

- A. Requirements documentation
- B. Requirements analysis.
- C. Requirements management.
- D. Requirements elicitation

**Answer: B**

#### **NEW QUESTION # 75**

Which of the following is explicitly considered as a force in Porter's five forces model?

- A. Internal business processes.
- B. Rivalry between suppliers.
- C. Bargaining power of buyers.
- D. Government legislation.

**Answer: C**

## NEW QUESTION # 76

The quantitative measures of performance that are used to track achievement of critical success factors are known as what?

- A. Objectives
- B. Vision and strategy indicators.
- **C. Key performance indicators**
- D. Balanced business scorecard

**Answer: C**

Explanation:

Critical Success Factors (CSFs) are the few areas in which an organisation must achieve consistently high performance to meet its mission and strategic goals. To monitor whether a CSF is being achieved, a BA defines quantitative measures of performance, which are known as Key Performance Indicators (KPIs). KPIs are the specific, measurable metrics used to track and assess the success of an activity or the progress towards an objective. For example, if a CSF is "Excellent Customer Service," a corresponding KPI might be "Average Call Waiting Time (less than 60 seconds)" - a clear, quantitative measure. While the Balanced Business Scorecard (D) is a framework that uses CSFs and KPIs, the specific quantitative measures themselves are the KPIs. Objectives (B) are the desired outcomes, not the measure of the outcome.

(Reference: BCS Foundation Certificate in Business Analysis / BCS Business Analysis Practice - Strategic Context, CSFs and KPIs) Here are the next five questions:

## NEW QUESTION # 77

Which of the following statements is TRUE?

- **A. Improving the business process is concerned with removing problems identified in the AS-IS process.**
- B. Processes cannot be improved by changing the sequence of activities alone
- C. It is not permissible to show decision diamonds on a swim-lane diagram
- D. Introducing bottlenecks is an important principle of business process re-design.

**Answer: A**

## NEW QUESTION # 78

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