

# BCS BAPv5関連日本語版問題集、BAPv5試験

# BAPv5

Option D :  
Manager.

Option E :  
Competitor

Correct Answer: A,B,C

**Explanation/Reference:**

A stakeholder is any person or group who has an interest in or influence over an organisation or project. Stakeholders can be classified into different categories based on their relationship with the organisation or project. One possible classification is the stakeholder wheel, which identifies six generic stakeholder categories: owner, partner, supplier, customer, regulator and competitor. Therefore, options A, B and C are correct answers, as they represent three stakeholder groups that are involved in the scenario. Owner refers to the person or group who owns or controls the organisation or project. In this case, it is the two people who each own 50% of AlpineTrails. Partner refers to the person or group who collaborates or cooperates with the organisation or project to achieve mutual benefits. In this case, it is WalkNation, who has agreed to work with AlpineTrails to provide special holidays for its members. Supplier refers to the person or group who provides goods or services to the organisation or project. In this case, it is the hotels, transport and equipment providers that AlpineTrails books for its customers. Option D is not a correct answer, as manager is not one of the generic stakeholder categories defined in the stakeholder wheel. Manager refers to the person or group who oversees or coordinates the activities of the organisation or project. In this case, it could be either one of the owners of AlpineTrails or someone appointed by them. Option E is not a correct answer, as competitor is not represented in this scenario. Competitor refers to the person or group who offers similar or alternative goods or services to the same market as the organisation or project. In this case, it could be another company that specialises in offering tailored walking holidays.

References: BCS Practitioner Certificate in BAP Specimen, page 10.

**QUESTION: 6**

Paul has been struggling to make his farm profitable for a number of years. Recently, an energy firm has asked him if it can survey his land in order to determine if there is natural gas deep under his fields. If there is, they will pay him for the extracted gas. Paul has discussed this request with his business partner, explaining that he would like to explore the possibility as he feels that any subsequent extraction process is safe, will cause minimal damage to the farm, and will return the farm to profitability. Paul's business partner disagrees, believing that the process for extracting the gas is dangerous, that the machinery will spoil the

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## BCS BAPv5 認定試験の出題範囲:

トピック	出題範囲

トピック 1	<ul style="list-style-type: none"> <li>ビジネス分析の戦略的コンテキスト: 試験のこのセクションでは、組織のビジョンの目的、組織の内部環境を分析するための適切な手法の適用方法、組織の外部環境を分析するための適切な手法の使用法について説明します。</li> </ul>
トピック 2	<ul style="list-style-type: none"> <li>現状の分析: この試験のセクションでは、ビジネス状況を調査するための最も実行可能な方法の選択と、現在のビジネス状況を表すツールの活用方法について説明します。</li> </ul>
トピック 3	<ul style="list-style-type: none"> <li>ステークホルダーの分析と管理: 試験のこのセクションでは、ステークホルダーの関与に必要な活動について説明するトピックが取り上げられます。また、ステークホルダー ホイールを使用して一般的なステークホルダー カテゴリを識別する方法や、CATWOE 手法を使用してステークホルダーの視点を分析する方法についても取り上げます。</li> </ul>
トピック 4	<ul style="list-style-type: none"> <li>ビジネス ケースの作成: 試験のこのセクションでは、ビジネス ケースの作成の根拠を説明する方法など、さまざまなトピックが取り上げられます。また、ビジネス ケースの内容を特定する方法、有形および無形のコストとメリットのリスク、およびその潜在的な影響を特定する方法についても取り上げます。さらに、このセクションでは、ビジネス ケースをビジネス変更ライフサイクルに関連付ける方法についても取り上げます。</li> </ul>

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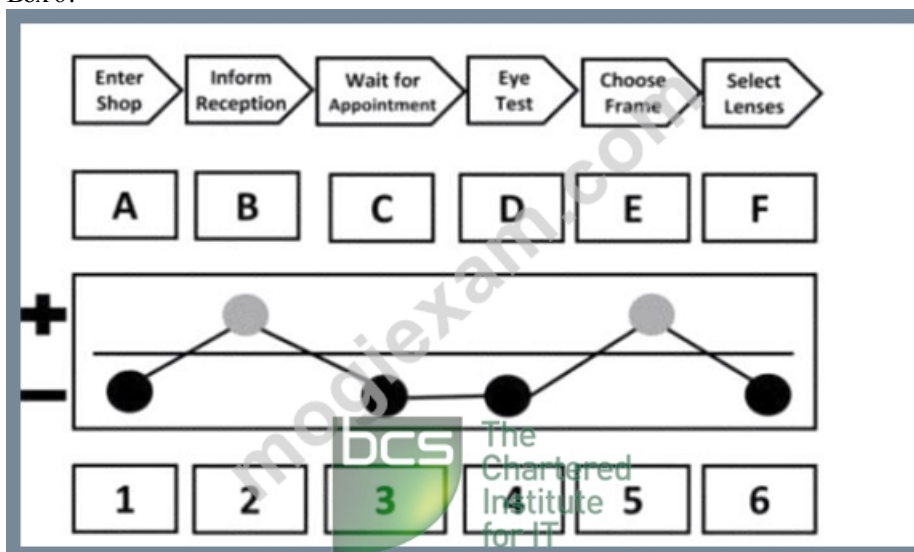
## BAPv5試験 & BAPv5参考資料

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## BCS Practitioner Certificate in Business Analysis Practice v5.0 認定 BAPv5 試験問題 (Q55-Q60):

### 質問 # 55

The customer journey map below was created for Eyes 4'U, a chain of high street opticians. This shows the journey of a person who is 67 years old and retired with a limited pension and active social life. What are the MOST LIKELY statements to be in Box F and Box 6?



- A. F: worry about choosing the wrong frame 6: introduce virtual frame selection technology
- **B. F: concern at cost 6: provide clearer information on options and pricing**
- C. F: pleased appointment ending 6: provide clearer information on options and pricing
- D. F: provide clearer information on options and pricing 6: concern at cost

正解: B

解説:

Explanation

A customer journey map is a visual representation of the steps and emotions that a customer goes through when interacting with a product or service. It helps to identify the pain points and opportunities for improvement in the customer experience. A customer journey map typically consists of the following elements: stages, actions, thoughts, feelings, touchpoints and opportunities. Therefore, option A is the correct answer, as it matches the elements of the customer journey map for Box F and Box 6. Box F represents the feeling of the customer at the stage of choosing a frame. The feeling is concern at cost, as the customer is worried about the price of the frames and lenses. Box 6 represents the opportunity for improvement at the stage of selecting lenses. The opportunity is to provide clearer information on options and pricing, as this would help the customer to make an informed decision and reduce their anxiety. Option B is not a correct answer, as it does not match the elements of the customer journey map for Box F and Box 6. Box F represents the feeling of the customer, not an opportunity for improvement. Box 6 represents an opportunity for improvement, not a feeling of the customer. Option C is not a correct answer, as it does not match the elements of the customer journey map for Box F and Box 6. Box F represents the feeling of the customer, not an opportunity for improvement. Box 6 represents an opportunity for improvement, not a feeling of the customer.

Option D is not a correct answer, as it does not match the elements of the customer journey map for Box F and Box 6. Box F represents the feeling of the customer, not an opportunity for improvement. Box 6 represents an opportunity for improvement, not a feeling of the customer.

References: BCS Practitioner Certificate in BAP Specimen, page 23.

### 質問 # 56

Imran is the chief executive of FairCrops, a producer of ethically and sustainably sourced coffee and cocoa products. He is a true advocate of the FairCrops brand and has seen the positive impact of its approach in the South American regions in which it operates. He believed that there is a market for customers who want to ensure the products they consume have been purchased for a fair price and where the producer has not been unfairly treated.

FairCrops provide their products via an exclusive contract with Donald, the owner of Rest House; a small chain of coffee shops.

Ronaldo is a supplier to FairCrops. The prices he receives means he can provide for his family and enhance his crop yield through the advice and training provided by Alan, the FairCrops local representative and support officer. From Imran's perspective, which of the following is a CORRECT partial CATWOE analysis of this situation?

- A. Customer - Alan, Actor = Donald, Actor = Ronaldo
- **B. Customer = Donald, Actor = Alan, Owner = Imran**
- C. Owner = Ronaldo, Actor = Donald, Customer = Imran
- D. Customer = Alan, Actor = Ronaldo, Owner = Imran.

正解: B

解説:

A partial CATWOE analysis of this situation from Imran's perspective would identify Donald as the customer, Alan as the actor, and Imran as the owner. Donald is the customer because he is the beneficiary of FairCrops' products and services. Alan is the actor because he is the one who implements FairCrops' approach in the South American regions. Imran is the owner because he is the chief executive of FairCrops and has the authority to make decisions about its direction and purpose. Option A is the correct answer.

Reference:

What Is The CATWOE Analysis And Why It Matters In Business - FourWeekMBA CATWOE Analysis: A Holistic Approach to Problem Solving - SlideModel

### 質問 # 57

A large mortgage provider has been running a project to develop an equity release product. The project has run into difficulty due to a disagreement between two key stakeholders about whether the product should be developed in-house or outsourced to a specialist company.

The business analyst on the project, George, has been discussing his role in resolving this problem with his manager.

Which of the following descriptions is George's manager LEAST LIKELY to use in describing his role?

- A. To record the meeting and the resulting decision
- B. To facilitate the discussion to allow the stakeholders to find a way forward
- **C. To negotiate with the stakeholders to reach a resolution**
- D. To understand and challenge the stakeholders

正解: C

解説:

The role of a business analyst (BA) is to analyse business situations and problems, identify and evaluate potential solutions, and facilitate change within an organisation or project. A BA works with stakeholders at different levels and with different interests and perspectives to understand their needs and expectations and ensure they are met by suitable solutions. Therefore, option C is not likely to be used by George's manager in describing his role as a BA in resolving this problem. To negotiate with stakeholders to reach resolution implies that George has to persuade or compromise with stakeholders to agree on one solution or approach. This is not part of the BA's role, as the BA does not have the authority or responsibility to make decisions or impose solutions on stakeholders. The BA's role is to analyse and evaluate different solutions or approaches objectively and present the findings and recommendations to stakeholders for their consideration and approval. Option A is likely to be used by George's manager in describing his role as a BA in resolving this problem. To understand and challenge the stakeholders means that George has to elicit and validate the stakeholders' views and needs and question their assumptions and rationale. This is part of the BA's role, as the BA has to ensure that the stakeholders' views and needs are clear, consistent, realistic and aligned with the organisation's strategy and objectives. Option B is likely to be used by George's manager in describing his role as a BA in resolving this problem. To facilitate the discussion to allow the stakeholders to find a way forward means that George has to organise and conduct meetings or workshops with stakeholders to explore and evaluate different solutions or approaches and help them reach a consensus or agreement. This is part of the BA's role, as the BA has to enable effective communication and collaboration among stakeholders and help them resolve conflicts or issues. Option D is likely to be used by George's manager in describing his role as a BA in resolving this problem. To record the meeting and the resulting decision means that George has to document and communicate the outcomes and actions of the meeting or workshop with stakeholders and ensure they are understood and accepted by all parties. This is part of the BA's role, as the BA has to ensure that there is a clear and accurate record of what has been discussed and decided by stakeholders and that there is a shared understanding and commitment among them.

#### 質問 # 58

Nastya is the CEO of a large technology firm, which develops new and innovative nanotechnology. Below is an email she has sent to her management team:

Dear Team,

Recent media coverage has revealed that our competitors have lower costs. It is important that we get back to our suppliers to see if they can secure a better component price for the next version of our NanoVac range. Let's also consider the energy costs of our labs. I'm mindful that costs are rising due to investment in renewable power- I want us to negotiate with our energy supplier to get a better deal.

I've also been reading reports on social responsibility and sustainability and I'd like a full review of the biodegradability of the packaging of all our products- we don't want media attention for being a technology company that wastes natural resources. Our employment regulations also need revisiting as there have been changes to pension rules and paternity/maternity rights for workers and I want us to be aware of these. Finally, regarding the staff conference I want to launch a new staff development programme, which aims to identify and develop the rising stars in our business. People development should be a key priority in our next annual plan.

Thanks, Nastya."

Which elements of PESTLE are identified in this email?

- A. Socio-Cultural, Technological, Economic
- B. Environmental, Political, Socio-Cultural
- C. Economic, Environmental, Legal
- D. Political, Legal, Economic

正解: C

解説:

The elements of PESTLE that are identified in this email are Economic, Environmental and Legal. Economic factors are related to the costs and prices of the business and its competitors. In this email, Nastya mentions that their competitors have lower costs and that they need to secure a better component price and negotiate with their energy supplier (B). Environmental factors are related to the natural resources and sustainability of the business and its impact on the environment. In this email, Nastya mentions that she wants a full review of the biodegradability of the packaging of all their products and that she is mindful of the costs of renewable power (E). Legal factors are related to the laws and regulations that affect the business and its operations. In this email, Nastya mentions that their employment regulations need revisiting due to changes in pension rules and paternity/maternity rights (L).

Reference:

PESTLE Analysis Explained (With Examples)

What is a PESTLE Analysis? A Complete PESTLE Analysis Guide - OnStrategy

### 質問 # 59

Elizabeth is an external consultant who is helping a company streamline its process. She has not worked for this company before. The managing director (MD) has explained that some of the line managers feel that this work is unnecessary, whilst others are concerned that their staff will be made redundant as a result of her recommendations. He is keen for Elizabeth to get an understanding Elizabeth with an of organization staff and for the involve line manager in formulating potential improvements. The MD has provided Elizabeth with an organizational chart, detailing the business areas she needs to investigate, as well as the names of the line managers involved.

To understand the concerns of operational staff and line managers, which pair of techniques SHOULD she use first?

- A. Interviews and rich pictures.
- B. Observation and scenario analysis
- C. Document analysis and mind maps.
- D. Business activity modeling and fishbone diagrams.

正解: A

解説:

Explanation

The pair of techniques that Elizabeth should use first to understand the concerns of operational staff and line managers are interviews and rich pictures. Interviews are a way of eliciting information from stakeholders by asking them open-ended questions and listening to their responses. Interviews can help Elizabeth to explore the views, opinions, needs, and expectations of the staff and managers regarding the process improvement project. Rich pictures are a way of capturing complex situations in a visual form by using symbols, icons, cartoons, or diagrams. Rich pictures can help Elizabeth to illustrate the current problems and issues faced by the staff and managers, as well as their emotions and relationships. Option D is the correct answer.

### 質問 # 60

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最近では、MogiExamのBAPv5の重要性を認識する人が増えています。これは、ますます多くの企業が注目しているからです。誰かがBAPv5試験に合格し、関連する証明書を所有しているということは、この分野の知識が十分にあることを意味します。つまり、より多くの企業に人気があり、高く評価されます。BAPv5試験に合格したいほとんどの受験者を支援するため、このような学習資料を編集してBAPv5試験を簡単に作成しました。そして、BAPv5実践教材の高い合格率は98%以上です。

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