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BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q81-Q86):

NEW QUESTION # 81

Which of the following investigation techniques is MOST appropriate for collecting quantitative information?

- A. Activity sampling
- B. Interviewing.
- C. Prototyping.
- D. Workshops.

Answer: A

NEW QUESTION # 82

A report has been created into improving the scheduling of physio appointments at a major hospital. An extract reads: 'The scheduling team have a strong set of skills that will not need to be updated. However, the team should be split into two: one dealing with inpatients and one with outpatients. The introduction of a new telephony software and an online booking system will also require changes to the process.' How might these changes be BEST presented to communicate with the scheduling team?

- A. POPIT
- B. Business Activity Model
- C. Business Process Model
- D. Prototype

Answer: D

Explanation:

To determine the best way to present the changes to the scheduling team, we need to consider the nature of the information being communicated and the audience (the scheduling team). The extract describes changes to processes, roles, and systems, which are best represented visually to ensure clarity and understanding.

Key Considerations:

Business Process Model (BPM): A BPM is a visual representation of the steps in a process. It is particularly useful for communicating changes to workflows, roles, and responsibilities. Since the extract discusses splitting the scheduling team into two groups and introducing new software and processes, a BPM would effectively illustrate how these changes impact the workflow.

Business Activity Model (BAM): A BAM focuses on high-level activities and their logical dependencies, often used in strategic planning. However, it is less detailed than a BPM and may not adequately capture the specific changes to scheduling processes.

POPIT (People, Organization, Process, Information, Technology): POPIT is a framework for analyzing business change across multiple dimensions. While it provides a holistic view, it is not a presentation tool and would not be the best choice for directly communicating the changes to the scheduling team.

Prototype: A prototype is typically used to demonstrate the functionality of a system or software. While the introduction of telephony software and an online booking system could involve prototyping, this option does not address the need to communicate process and role changes.

Evaluation of Each Option:

A . Business Process Model:

A BPM is ideal for illustrating the changes to the scheduling process, including the split into inpatient and outpatient teams and the integration of new software. It provides a clear, step-by-step visual representation that the scheduling team can easily understand.

Conclusion: This is the best option .

B . Business Activity Model:

While a BAM could provide a high-level overview of the changes, it lacks the detail needed to explain specific process adjustments.

Conclusion: This is not the best option .

C . POPIT:

POPIT is a framework for analysis, not a communication tool. It would not effectively convey the changes to the scheduling team.

Conclusion: This is not the best option .

D . Prototype:

Prototyping is relevant for demonstrating software functionality but does not address the need to communicate process and role changes.

Conclusion: This is not the best option .

Final Recommendation:

The changes should be presented using a Business Process Model , as it effectively communicates the revised workflows and roles to the scheduling team.

NEW QUESTION # 83

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

Answer: C,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 # 84

When undertaking a CATWOE' analysis, which sequence should the first four letters be considered in?

- A. T, W, C, A
- B. W, C, T, A
- C. T, A, W, C
- **D. W, T, C, A**

Answer: D

NEW QUESTION # 85

Which of the following can be used to visualise information obtained in a workshop?

- A. Round robin.
- **B. Mind maps.**

- Answer: B**

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[illegible]

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