

# DUMPS ARENA

## BCS Practitioner Certificate in Modelling Business Processes 2018

BCS MBP18

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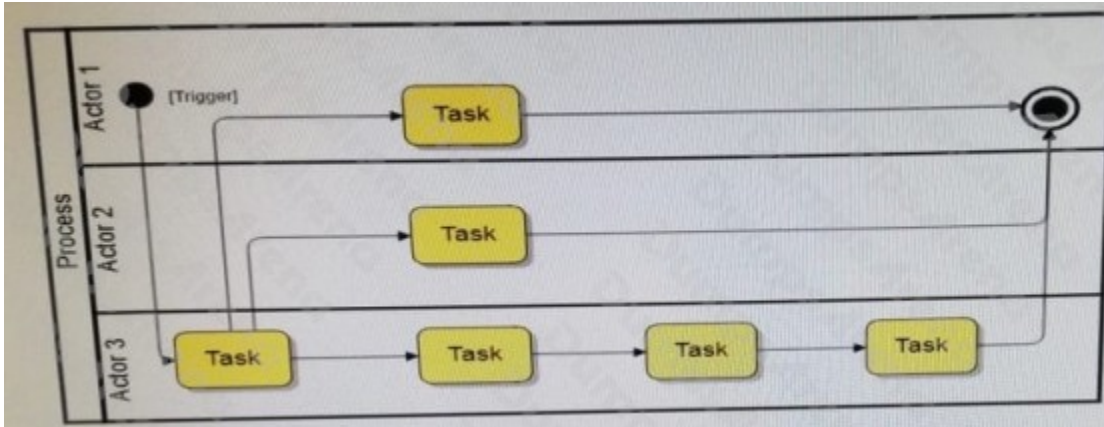
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**QUESTION NO: 1**

A business analyst has identified the following pattern of business activity in a process she has been asked to improve:



The following observations have been made.

- The hand-offs in the process are unlikely to be worthy of further investigation.
- The impact of bottlenecks in the tasks performed by Actor 2 should be explored.
- The first task of actor 1 should always be immediately after the trigger event
- The impact of bottlenecks in the tasks performed by Actor 3 should be explored.

Which of these observations are CORRECT?

- a, b and c.
- a, c and d.
- b, and d.
- a, and d.

**ANSWER: C**

**QUESTION NO: 2**

An assessor for an examinations board has been asked to re-mark the examination script of a candidate who has appealed against a failing grade.

To remark the script, the assessor has to log on to the examinations board's secure examination marking system held on its server. Once in the marking system, the assessor enters the candidate number (given to her by the examinations board) and downloads the script. She then marks the script, annotating each question with comments and the marks gained. Once

completed, she indicates that the script is fully marked and uploads the script back into the marking system. She raises an invoice for the re-marking and sends this to the examination board, who pay her one month later

The following all describe actions:

- a) Log on to marking system.
- b) Download script
- c) Mark script.
- d) Upload script
- e) Raise invoice.

Which of these actions are tasks in the scenario?

- A.** b, c and d
- B.** a, d and e.
- C.** a and b.
- D.** c and e.

**ANSWER: B**

### QUESTION NO: 3

A trainee business analyst wishes to clarify what is meant by a task level description within the business process hierarchy. Which of the following is a task level description?

- A.** The customer finds the products they want on the company's website and places an order
- B.** The organisation has an online channel, so customers can order directly from its website.
- C.** The order is fulfilled by the company's Logistics team based at its central warehouse
- D.** A Logistics team member uses a picking list to locate and pick each item on the order.

**ANSWER: D**

### QUESTION NO: 4

Which of the following statements concerning an internal process performance measure is INCORRECT?

- A. Is documented at the task level
- B. Reflects key performance indicators.
- C. Aligns with what the organisation wants to achieve
- D. Relates to customer expectations.

**ANSWER: D**

**QUESTION NO: 5**

The following statements have been made about the process view of an organisation

- a) Used by employees to describe where they work in an organisation
- b) Defines the internally recognisable formal structure of an organisation
- c) Incorporates actors from a number of different organisational teams
- d) Emphasises the need for cooperation between actors from different parts of an organisation

Which of these statements is/are TRUE?

- A. c and d
- B. a, b and c
- C. a and b
- D. d only

**ANSWER: B**