

➤ **Vendor: BCS-ISEB**

➤ **Exam Code: BAP18**

➤ **Exam Name: BCS Practitioner Certificate in Business Analysis Practice 2018**

➤ **New Updated Questions from [Braindump2go](https://www.braindump2go.com) (Updated in [August/2020](https://www.braindump2go.com))**

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#### **QUESTION 23**

The following statements have been made about the consensus Business Activity Model

- (a) Describes how a business process should operate.
- (b) Describes what a business system should be able to do.
- (c) A conceptual model.
- (d) Usually produced before requirements are defined.
- (e) Includes all stakeholders' perspectives

Which of the statements are TRUE?

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

**Answer: A**

#### **QUESTION 24**

Ajay works in the payroll department of his organization. Payslips for every employee are printed automatically at the each month.

He is about to distribute the monthly for each employee when he receives a notification from senior management explaining that the wish to give everyone a 10% bonus, for exceptional performance in the least quarter.

Ajay is pleased with the bonus, but annoyed that the needs to re-print the monthly payslips.

Which types of business events can be identified from this scenario?

- A. Internal and Time based.
- B. External and Internal
- C. External and Time based.
- D. Time based only

**Answer: A**

#### **QUESTION 25**

Bessant Co.manufactures and sells clothing.

The company is every profitable and the IT director would like to invest some of these profits into improving the technical infrastructure of the company, which would help the organic growth of the company.

However, the finance director would like to use the profits to acquire one of its competitors.

Shelly is the business analyst on this project and she recognises that the IT and finance director do not agree on the future direction of the business.

Once prefers organic growth and the other, growth by acquisition.

What technique COULD Shelly use to improve her understating of these two different perspectives?

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- A. CATWOE.
- B. The power/ interest grid
- C. SWOT analysis
- D. POPIT model.

**Answer: D**

**QUESTION 26**

A Business Analyst is reviewing the stakeholder management strategy for a high profile Human Resources (HR) project.

Following an organizational restructure, Harvey's role has changed from Director of Operations to Director of HR and he has inherited sponsorship of the project.

Harvey was previously involved in the project, but had little interest because his focus was on the Operational Projects that he sponsored.

Which of the following sets of stakeholder management strategies represent appropriate approaches for Harvey; firstly for when the project started and secondly now that his role has changed?

- A. Keep watch; Constant active management
- B. Ignore; Constant active management
- C. Keep on side; Constant active management
- D. Ignore; Keep informed.

**Answer: B**

**QUESTION 27**

IT services has commissioned a new desktop PC replacement project that has been funded and running for three months, with a fully-engaged sponsor and programme manager appointed.

The head of IT service has not been involved beyond the initial project start-up interviews and has not been invited to any of the project meetings.

position on the power/interest grid does the head of IT services currently occupy?

- A. High power or influence but low interest
- B. Some power and influence and some interest
- C. High power or influence and high interest
- D. Low power and influence but high interest.

**Answer: B**

**QUESTION 28**

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

**Answer: C**

**QUESTION 29**

End users in one business area are unwilling to adopt a new finance management system (recently introduced by the innovation team), as they perceive that it is unnecessarily complicated and not useful.

One of the end users in this business area has been very vocal and has been relying support from others since posting about it on the company's intranet homepage.

The introduction finance system was initially supported by senior managers, but now users in other business area are also beginning to question whether they adopt the tool and are raising the issue with their managers.

The sponsor fully supports the decision to go ahead with the now tool and has made it very clear to senior managers that he expects them to support this Initiative.

Which stakeholder management strategy SHOULD be taken with the senior managers?

- A. Keep onside.
- B. Constant active management
- C. Watch
- D. Keep informed

**Answer: A**

**QUESTION 30**

The innovation center of a company has created a new reporting tool.

The senior management initially supported its introduction into the business. However, End users in one business area are unwilling to adopt the new tool, as they perceive that it is unnecessary.

One of the end users in this business area has been very vocal and has been rallying support from others through a corporate social media tool.

End users in other business areas are also beginning to question whether they should adopt the tool and raising this issue with their managers.

The sponsor has fully supported the decision to go ahead with the new tool, but senior management is now questioning his decision, due to comments from the operational staff.

How would the end users be classified on a power/interest grid?

- A. High interest, low power
- B. Some interest, high power
- C. High interest, some power.
- D. Low interest, some power

**Answer: D**

**QUESTION 31**

ParcelGo is a distribution company. Parcels arrive at its warehouse, where the inbound team use handheld barcode scanners to acknowledge their receipt. Parcels are then loaded onto pallets for onward distribution.

A project has been commissioned to replace the labour-intensive process and introduce a fully-automated system that reads the barcodes of parcels as they pass along a conveyor belt, automatically delivering to the correct area of the warehouse for onward distribution.

Staff from the inbound have informed their manager that about 30% of parcels either do not have barcodes, or the barcodes are obscured.

The team currently resolves this issue manually. But they are concerned that the new automated system will be able to do this. The staff members are also worried the system will make their roles redundant.

Using a holistic approach, which element of the POPIT model needs further investigation in order to address the team's concerns?

- A. Process and technology
- B. Information and technology
- C. People and process

D. People and organisation

**Answer: B**