

Latest BCS BAP18 Free Certification Exam Material with 42 Q&As [Q25-Q41]



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UPDATED BAP18 Exam Questions Certification Test Engine to PDF

The BAP18 certification exam is a comprehensive assessment of the candidates' knowledge and skills in business analysis. BAP18 exam consists of four sections covering various aspects of business analysis practice. These sections include the business analysis framework, stakeholder analysis, requirements engineering, and business process modeling. BAP18 exam is computer-based and consists of 60 multiple-choice questions. Candidates have two hours to complete the exam.

BCS BAP18 certification program is a valuable credential for business analysts who want to enhance their career prospects and demonstrate their expertise in the field. It is suitable for individuals who have some experience in business analysis and want to take their skills to the next level. BCS Practitioner Certificate in Business Analysis Practice 2018 Exam certification program is recognized by employers worldwide as a mark of excellence in business analysis practice, and it can help business analysts to advance their careers, increase their earning potential, and gain a competitive edge in the job market.

NEW QUESTION 25

The innovation center of accompany 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 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 loot, 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?

- * High interest, low power
- * Some interest, high power
- * High interest, some power.
- * Low interest, some power

Explanation

On a power/interest grid, end users are classified as having high interest (due to their vocal opposition to the new tool) but low power (as they have no authority to make decisions about the tool). This is in contrast to the senior managers, who have some power (as they have the authority to make decisions) but low interest (as they are not directly affected by the tool).

NEW QUESTION 26

EcoBags is a company that designs and makes eco-friendly shopping bags foe various clients An Internal analysis of the business has revealed the following information about the company.

a) Recent investment in new machinery will enable the company to continue its innovation programme b) Feedback from customers and an Increase in sales suggests that Leo Bugs is recognised as a quality brand c) The number of staff currently employed in the company is sufficient to meet expected future growth d) The ability of EcoBags to respond quickly to new market demands has earned it an innovation award.

e) The company has significant retained profits, which will help fund the innovation programme.

Which of these would be considered as ‘tangible’ resources in a resource audit?

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

NEW QUESTION 27

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 Ins 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?

- * Customer = Donald, Actor = Alan. Owner = Imran
- * Customer = Alan; Alan, Actor = Donald. Actor = Ronaldo
- * Owner = Ronaldo. Actor = Donald. Customer = Imran
- * Customer = Alan. Actor = Ronaldo. Owner = Imran.

Explanation

The correct partial CATWOE analysis of this situation from Imran's perspective is: Customer = Donald, Actor

= Alan, Owner = Imran. Donald is the customer because he is the owner of Rest House, the small chain of coffee shops that FairCrops provides their products to via an exclusive contract. Alan is the actor because he is the FairCrops local representative and support officer who provides advice and training to Ronaldo, the supplier. Imran is the owner because he is the chief executive of FairCrops.

NEW QUESTION 28

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?

- * High power or influence but low interest
- * Some power and influence and some interest
- * High power or influence and high interest
- * Low power and influence but high interest.

NEW QUESTION 29

Part of the management summary of a business case is detailed below:

The key recommendation is that we proceed with the preferred option, a new process and a new IT system. We feel that this option is feasible. although we recognise there is a risk of lower staff productivity while the new system is being established;

Which category of costs or benefits has been described?

- * Tangible costs.
- * Tangible benefits
- * Intangible benefits.
- * Intangible costs

Explanation

The extract describes intangible costs. The costs mentioned in the extract are the potential lower staff productivity while the new system is being established, which are intangible costs

NEW QUESTION 30

Alana has identified the several issues in a process redesign project she is working on, including the following:

- 1) The suggested changes will require a re-definition of the organisation's Key Performance Indicators (KPI)

2) The suggested changes to the business structure will affect our relationships with suppliers.

3) The proposed sharing of data with our suppliers will raise legal accessibility issues Which elements of POPIT consider these issues?

- * Processes and Information & Technology.
- * People and Processes.
- * People and Organisation.
- * Information A Technology. Organisation

Explanation

The POPIT framework (People, Organisation, Processes, Information and Technology) is a model used to analyse and evaluate a business process. It takes into account the various elements that make up a business process and how they interact with each other. In this case, Alana has identified several issues in the process redesign project, which all fall under the People and Processes elements of the POPIT framework.

The People element looks at the roles and responsibilities of the people involved in the process, and how the proposed changes will affect their roles and tasks. The Processes element looks at the proposed changes to the business structure and how it will affect the relationships with suppliers and how data will be shared. The Organisation element looks at how the proposed changes will affect the organisation's key performance indicators, and how the legal accessibility issues will be addressed.

NEW QUESTION 31

George and Laura are responsible for the marketing strategy in a company vinyl records and cassette tapes online.

George feels that the company should focus its marketing solely on people aged over 50, who are nostalgic for these older recording media. He also feels that the company should outsource all marketing activity.

Laura believes that the business should continue with its target of people aged 30-60. As this age group are particularly enthusiastic about vinyl records. She believes that marketing is one of their internal strengths and should remain in house Which specific areas of CATWOE are they considering?

- * Customer and Owner.
- * Actor and Transformation
- * Transformation and Environment
- * Customer and Actor

NEW QUESTION 32

A Business Analyst and a project Manager are producing a business case for an initiative, which aims to improve the cyber defense of a large financial services provider.

They met recently to review progress, and made the following notes for the next draft:

The benefits of cyber will be describes in quantitative terms, so we will need to describe these Qualitatively.

We need to make it clear that we have fully explored the solution market, and we have considered a range of approaches to meeting the objectives of this project.

The threat posed to the organization from cyber attack, and therefore the justification for the project, needs to be clearly articulated.

Which of the following sets of elements of a business case will cover ALL of these points?

- * Description of the current situation. analysis of costs and benefits, options considered
- * Impact assessment, analysis of costs and benefits, recommendations
- * Recommendations, risk assessment, options considered
- * Description of the current situation, impact assessment, risk assessment

NEW QUESTION 33

The management of a chain of hotels has decided that one of its Critical Success Factors (CSF) is to provide excellent customer service. The following measures have been suggested:

- a) The number of customers who make use of their m-room mini bar
- b) The percentage of customers who use the leisure facilities
- c) The number of customers who complain.
- d) The percentage of customers who join the hotel loyalty scheme
- e) The percentage of customers who return

Which of these are appropriate Key Performance indicators (KPIs) for the GSF; provide excellent customer service?

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

NEW QUESTION 34

An overseas bank is currently undertaking a feasibility study looking into the possible launch of a new bank in the UK.

Preliminary findings suggest that the market is saturated, customers have a lot of choice and UK legislation makes it easy for them to move from one bank to another.

In which area of Porter's Five Forces model would these preliminary findings be documented?

- * Threat of new entrants.
- * Bargaining power of customers
- * Bargaining power of suppliers.
- * Threat of substitute products or services

Explanation

The preliminary findings suggest that the market is saturated and customers have a lot of choice, which indicates that the customers have the power to switch from one bank to another. This is an example of the bargaining power of customers, which is one of the five forces of Porter's Five Forces model. The other forces are Threat of New Entrants, Bargaining Power of Suppliers, Threat of Substitute Products or Services, and Rivalry among Existing Firms.

NEW QUESTION 35

Marketing is primarily concerned with the 4Ps: product, promotion, price and place. The Institute of Analysis (IoA) offers qualification in system analysis. A number of interviews have been held with senior stakeholders, including the marketing Manager. Here are two of the activities that have been identified by stakeholders:

- a) Agree new qualifications.
- b) Upgrade the website.
- c) Recruit new examiners.
- d) Register candidates.
- e) Analyze website activity.

Which of these activities would reflect the business perspective of the Marketing Manager of the IoA?

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

Explanation

The activities that would reflect the business perspective of the Marketing Manager of the IoA are a, c and d.

These activities involve agreeing new qualifications, recruiting new examiners and registering candidates.

These activities are all related to the 4Ps of marketing and would help to ensure the success of the IoA's marketing efforts.

NEW QUESTION 36

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.

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Ronaldo is a supplier to FairCrops. The prices he receives means he can provide for Ins 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?

- * Customer = Donald, Actor = Alan. Owner = Imran
- * Customer & Alan, Actor = Donald. Actor = Ronaldo
- * Owner = Ronaldo. Actor = Donald. Customer = Imran
- * Customer = Alan. Actor = Ronaldo. Owner = Imran.

NEW QUESTION 37

A company produces kitchens to order. Customers specify the design of the kitchen by using a computer-aided design tool, provided on the company's website. The tool allows customers to select products, such as cabinets and cookers, and place them into a floor plan of the kitchen that they have specified.

Once the customer confirms the design, an order is placed and the customer is given a planned installation date for the kitchen. The company orders the raw materials for the kitchen and the kitchen is built by its skilled carpenters The customer can track the progress of the build on the Internet. If the kitchen Is likely to be delivered later than originally promised, a control action is taken to

bring it back on schedule A Business Activity Model (BAM) developed for the company has 'sell bespoke kitchens' as its doing activity.

Which of the following activities would be directly linked by a logical dependency arrow to or from this doing activity?

- * Track build
- * Define carpentry skills
- * Determine range of products.
- * Take control action

Explanation

The activity directly linked by a logical dependency arrow to the doing activity of 'sell bespoke kitchens' is

'Track build'. Tracking the build is necessary in order to ensure that the kitchen is delivered on time and that any issues that arise during the build can be addressed quickly.

NEW QUESTION 38

EuroCoach is a holiday coach company that is reviewing its internal business processes. The following requirement for improvement has been logged as a business rule:

'EuroCoach is now legally responsible for ensuring that passengers taking cross-border journeys have valid passports and visas (if applicable) for the countries to which, and through which, they will travel'; Which type of business rule is this?

- * Internal policy.
- * Internal processed
- * External requirement.
- * External constraint.

Explanation

This business rule is an external constraint, meaning it is an externally imposed requirement that the company must adhere to in order to remain compliant with the law. This type of business rule is outside of the company's control and must be taken into account when designing processes and systems.

NEW QUESTION 39

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Laura believes that the business should continue with its target of people aged 30-60. As this age group are particularly enthusiastic about vinyl records. She believes that marketing is one of their internal strengths and should remain in house Which specific areas of CATWOE are they considering?

- * Customer and Owner.
- * Actor and Transformation
- * Transformation and Environment
- * Customer and Actor

Explanation

CATWOE is an acronym for the six elements that make up a system: Customers, Actors, Transformation, Weltanschauung (or Worldview), Owners, and Environment. In this case, George and Laura are considering the Customer and Actor elements, as they

are discussing who the company should target (the Customer element) and who should be responsible for the marketing activity (the Actor element).

NEW QUESTION 40

Why would a Business Analyst use a consensus Business Activity Model (BAM) in gap analysis?

- * To assess how far the organisation's current activities support the desired situation
- * To identify how the organisation should structure itself to support the desired situation
- * To determine which activities in the desired situation are not financially feasible
- * To establish which stakeholder views will not be reflected in the desired situation

NEW QUESTION 41

The following is an excerpt from a job advert for a Business Analyst

We are seeking an experienced Business Analyst to assist us in the development of formal written proposals, detailing the cost and benefit of proposed business initiatives. The successful candidate should be able to use a variety of methods to explore and define complex situations Experience of producing blueprints In terms of processes, management structures, culture and people would be highly advantageous-Based on the extract, what are the competencies required for this role?

- * Subject matter expertise. Investigation techniques, Business architecture.
- * Domain knowledge. Business modeling. Gap analysis.
- * Business case development. Business modeling, Requirements engineering
- * Business case development. Investigation techniques. Business architecture

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