



Sample Exam

Edition 201606

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Introduction

This is the sample exam EXIN BCS Business Change Foundation (BCF.EN). The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 20. Each correct answer is worth one point. If you obtain 13 points or more you will pass.

The time allowed for this exam is 30 minutes.

This is a sample exam only. The full exam is 40 multiple choice questions with a pass mark of 26/40.

Good luck!

Sample Exam

1 / 20

What is the **first** stage in the business change life cycle?

- A Definition
- B Feasibility
- C Alignment
- D Mission

2 / 20

What is the term given to someone who has an interest in a business change project?

- A User
- B Stakeholder
- C Sponsor
- D Actor

3 / 20

Organisations are motivated by different targets at different levels.

Which of the following represents a top-down sequential description of these motivations?

- A Mission, objective, strategy
- B Strategy, mission, objective
- C Objective, mission, strategy
- D Strategy, objective, mission

4 / 20

What type of organisational culture emphasises getting things done through empowerment, flexibility and team work?

- A Person
- B Role
- C Task
- D Power

5 / 20

Who proposed a framework for assessing the dimensions of national cultures?

- A Peter Checkland
- B Charles Handy
- C Michael Porter
- D Geert Hofstede

6 / 20

What is associated with TOGAF and the Zachman framework?

- A Service Management
- B Enterprise Architecture
- C Programme Management
- D Organisational Culture

7 / 20

Which of the following is a non-functional requirement for an e-learning system?

- A The system must allow customers to purchase a course.
- B The system should permit users to update their email address.
- C The system should allow questions to be displayed on a smart phone.
- D The system must display correct answers within five seconds.

8 / 20

What part of the requirements engineering process is concerned with gathering information and requirements from business stakeholders?

- A Requirements analysis
- B Requirements documentation
- C Requirements validation
- D Requirements elicitation

9 / 20

What is the gap between in gap analysis?

- A The conceptual system and its logical equivalent
- B The costs of a system and the benefits it will deliver
- C The current business system and a desired, future system
- D The mission of the organisation and its defined objectives

10 / 20

What does the T stand for in CATWOE?

- A Transformation
- B Technology
- C Threats
- D Tactics

11 / 20

Which of the following are examples of unstructured information?

- a. The content of an email
- b. A relational database record
- c. The graphic of a company logo
- d. A legal contract

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

12 / 20

Which of the following is a characteristic of data that supports operational decisions?

- A** It is produced internally within the organisation.
- B** It is derived from publicly available external sources.
- C** It is in a consolidated, summarised format.
- D** It records tacit information which is difficult to identify.

13 / 20

What is knowledge management an example of?

- A** Controlled, structured information
- B** Controlled, unstructured information
- C** Exploited, structured information
- D** Exploited, unstructured information

14 / 20

Which of the following facts would be explicitly recorded in an information (class or entity) model?

- A** That the logistics manager plans daily deliveries
- B** That a sales order is raised after customer credit checking
- C** That a sales order may be associated with many deliveries
- D** That a set of delivery notes is raised in an automated process that runs at midnight

15 / 20

What does force field analysis identify?

- A** Where change will provide the greatest value to an organisation
- B** The reaction of individuals to unforeseen change
- C** Where effort will be required to assist change and overcome resistance to it
- D** A set of steps that will help force required change on reluctant employees

16 / 20

Which of the following is a benefit to an organisation of fulfilling business requirements with an internally developed bespoke IT development?

- A Future maintenance costs will be agreed and predictable.
- B The ownership of the program code resides with the organisation.
- C There will be no need to perform user acceptance testing.
- D Industry best business practices will be represented in the solution.

17 / 20

Which of the following is a characteristic of parallel running?

- A Implementation costs are minimised.
- B The risk of service interruption is increased.
- C Business acceptance testing is no longer required.
- D Transactions have to be entered into two systems.

18 / 20

Which of the following would be identified in a business case as an intangible cost?

- A Licences for a new software package
- B Loss of goodwill
- C Improved staff morale
- D Reduced energy costs

19 / 20

Which of the following is **not** an approach to financially appraising a proposed investment in a business change project?

- A NPV
- B IRR
- C ROI
- D CSF

20 / 20

The table below shows the costs and benefits associated with an investment.

In which year does the investment payback?

| | Year 0 | Year 1 | Year 2 | Year 3 | Year 4 |
|-----------------|--------|--------|--------|--------|--------|
| Initial costs | 20,000 | | | | |
| Recurring costs | | 2,000 | 2,000 | 2,000 | 2,000 |
| Benefits | | 7,500 | 7,500 | 7,500 | 7,500 |

- A Year 2.
- B Year 3.
- C Year 4.
- D It does not payback in the period considered in the table.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

| Question | Answer |
|----------|--------|
| 1 | C |
| 2 | B |
| 3 | A |
| 4 | C |
| 5 | D |
| 6 | B |
| 7 | D |
| 8 | D |
| 9 | C |
| 10 | A |
| 11 | C |
| 12 | A |
| 13 | D |
| 14 | C |
| 15 | C |
| 16 | B |
| 17 | D |
| 18 | B |
| 19 | D |
| 20 | C |

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