9628-10 Level 3 Award in Business Processes (for the Level 3 Infrastructure Technician Apprenticeship)
9628-810 Business Processes

Sample question paper answer sheet

Pass mark: 12/20 (60%)

Question	Answer Key	Test specification reference
1	B	1.1 Identify common organisational standard operating procedures
2	C	1.1 Describe the business system life cycle as a foundation for standard operating procedures
3	D	1.1 Describe the business system life cycle as a foundation for standard operating procedures
4	B	1.2 Describe common information security requirements that underpin IT operations
5	B	1.2 Describe common information security requirements that underpin IT operations
6	C	1.2 Describe common information security requirements that underpin IT operations
7	C	1.2 Describe confidentiality requirements that underpin IT operations
8	C	1.2 Describe integrity requirements that underpin IT operations
9	A	1.2 Describe the availability requirements that underpin IT operations
10	A	2.1 Describe the nature and importance of IT systems and platforms required by an organisation to operate
11	B	2.1 Describe the nature and importance of IT systems and platforms required by an organisation to operate
12	D	2.1 Describe the nature and importance of IT systems and platforms required by an organisation to operate
13	A	2.1 Describe the nature and importance of IT systems and platforms required by an organisation to operate
14	D	2.2 Identify the customer service skills required for delivery of IT services
15	C	2.2 Identify the customer service skills required for delivery of IT services
16	D	2.2 Identify the technical skills required for delivery of IT services

17	B	2.2 Identify the technical skills required for delivery of IT services
18	C	2.2 Identify the service strategy skills required for delivery of IT services
19	C	2.2 Identify the service operation skills required for delivery of IT services
20	A	2.2 Identify the service operation skills required for delivery of IT services