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

Sample question paper

Duration: 30 minutes

Candidate's name:
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Candidate's enrolment number:
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Centre name:
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Centre number:
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Date:
_____

1   Which one of the following is the **best** definition of a standard operating procedure (SOP)?

a. A procedure that is enforceable by the government.
b. A procedure that must be followed by everyone.
c. A procedure that is not written down in the company handbook.
d. A procedure that is recognised internationally by the ISO.

2   During which stage of the business system lifecycle will a new service normally be rolled out or an old one withdrawn?

a. Strategy stage.
b. Design stage.
c. Transition stage.
d. Operations stage.

3   What is the **main** purpose of the service strategy stage in the Business System Lifecycle?

a. To identify improvements to a service in business operations.
b. To discontinue a current service that is no longer needed.
c. To hold a strategic service meeting for all parties involved.
d. To plan the services needed to meet business requirements.

4   Which one of the following organisational procedures refers to the allocation of equipment to an employee?

a. Configuration Management.
b. Joiner Mover Leaver process.
c. Organisational Management.
d. Personal Asset Tracking.

5   Why is undertaking an internal audit an important aspect of information security management?

a. It gives management a way to improve health and safety.
b. It allows management to detect any non-compliance.
c. It gives management a way of eliminating waste.
d. It enables management to reduce costs.

6   What does data protection legislation require?

a. All computer software must be kept safe.
b. All computer systems must be secure.
c. All personal information must be held securely.
d. All business networks must have a firewall.

7   Which one of the following would be the **best** way to securely hold a confidential data file on a laptop?

a. Give it a misleading name.
b. Hide it in a system folder.
c. Encrypt it using suitable software.
d. Hold it as a JPEG image.

8   A database is retrieved from backup and it is found that some records were unreadable. What type of issue is this?

a. Data availability.
b. Data confidentiality.
c. Data integrity.
d. Data security.

9   How can the availability of backed up data from a remote site be improved?

a. Increasing communication bandwidth between sites.
b. Introducing a DMZ to protect the LAN at the local site.
c. Limiting file and folder permissions at the remote site.
d. Opening more ports in the firewall at the local site.

10 Which one of the following software applications would be the **best** way to send a design drawing to various manufacturers to get a quotation?

a. An electronic mail system.
b. A Computer Aided Design package (CAD).
c. A Desk Top Publishing suite.
d. A financial projection package.

11   What is the **primary** purpose of a document management system?

a. It allows users to create new documents.
b. It allows controlled access to documents.
c. It allows users to edit documents.
d. It allows reduction in office printing costs.

12   Which one of the following refers to a system designed to track and manage all contact with those who purchase goods and services from a business?

a. Employee Management System.
b. Production Management System.
c. Customer Information System.
d. Customer Relationship Management System.

13   Which one of the following refers to a system designed to ensure that a production line does not run out of component parts unexpectedly?

a. A Stock Control System.
b. A Financial Reporting System.
c. A Management Information System.
d. A Customer Relationship Management System.

14   Which one of the following describes the **best** way to handle customer criticisms?

a. Consult with a colleague.
b. Accept personal responsibility.
c. Ensure that a neutral person is present.
d. Follow the company's complaints procedure.

15   Which one of the following is a **key** aspect of stakeholder management?

a. Ensuring all parties are kept informed.
b. Involving the end users in decision making.
c. Knowing who can effect change.
d. Enabling senior managers to plan effectively.

16   What is the method of Fault Analysis called when a suspect component is replaced by a known working component in order to test it?

a. Replacement.
b. Simulation.
c. Restitution.
d. Substitution.

17   What is the purpose of end-to-end testing when validating complex systems?

a. The cost of the whole system can be measured.
b. The functionality of the whole system can be verified.
c. The structure of each subsystem can be checked.
d. The integrity of the database can be assessed.

18   Which one of the following **best** describes the situation where a business was unable to trade after a fire at its premises?

a. Failure in business change.
b. Unsuccessful management buyout.
c. Failure to plan for business continuity.
d. Lack of financial consultancy.

19   Which one of the following **best** describes the reason for assigning a 'Priority' to requests coming in to a busy Service Desk?

a. It makes sure all requests are responded to immediately.
b. It makes sure requests from management are attended to first.
c. It helps manage the workload efficiently.
d. It affects the final status of the request.

20   Which one of the following refers to the use of iris scanning to control physical access to a restricted area?

a. Biometric screening.
b. Social Engineering.
c. Two factor authentication.
d. Radio Frequency Identification (RFID).

NOW GO BACK AND CHECK YOUR WORK

•   IMPORTANT –

Are the details at the top of the answer sheet correct?