

**9628-10 Level 3 Award in Business Processes (for the  
Level 3 Infrastructure Technician Apprenticeship)**  
9628-310 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:

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- 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- 2 During which stage of the business system lifecycle will a new service normally be rolled out or an old one withdrawn?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?
- It allows users to create new documents.
  - It allows controlled access to documents.
  - It allows users to edit documents.
  - 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?
- Employee Management System.
  - Production Management System.
  - Customer Information System.
  - 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 Stock Control System.
  - A Financial Reporting System.
  - A Management Information System.
  - A Customer Relationship Management System.
- 14 Which one of the following describes the **best** way to handle customer criticisms?
- Consult with a colleague.
  - Accept personal responsibility.
  - Ensure that a neutral person is present.
  - Follow the company's complaints procedure.
- 15 Which one of the following is a **key** aspect of stakeholder management?
- Ensuring all parties are kept informed.
  - Involving the end users in decision making.
  - Knowing who can effect change.
  - 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?
- Replacement.
  - Simulation.
  - Restitution.
  - Substitution.
- 17 What is the purpose of end-to-end testing when validating complex systems?
- The cost of the whole system can be measured.
  - The functionality of the whole system can be verified.
  - The structure of each subsystem can be checked.
  - 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?
- Failure in business change.
  - Unsuccessful management buyout.
  - Failure to plan for business continuity.
  - 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?
- It makes sure all requests are responded to immediately.
  - It makes sure requests from management are attended to first.
  - It helps manage the workload efficiently.
  - 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?
- Biometric screening.
  - Social Engineering.
  - Two factor authentication.
  - Radio Frequency Identification (RFID).

### NOW GO BACK AND CHECK YOUR WORK

- IMPORTANT –

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