

**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:

Candidate's enrolment number:

Centre name:

Centre number:

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- 2 During which stage of the business system lifecycle will a new service be normally rolled out or an old one withdrawn?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 the Data Protection Act 1998 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 doesn't run out of component parts unexpectedly?
- A Management Information System.
 - A Financial Reporting System.
 - A Stock Control 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?

