Record your surname / last / family name and initials on the answer sheet.

Sample paper only 10 questions, which are a mixture of multiple-choice, ordering, complete the blanks and multiple-response questions – 1 or 2 marks awarded to each question. There are no trick questions. Questions which specify more than one response required are worth two marks.

A number of possible answers are given for each question, indicated by either A B C D or E. Your answers should be clearly indicated on the answer sheet.

Pass mark is 10/15
Time allowed 22 minutes

Copying of this paper is expressly forbidden without the direct approval of BCS, The Chartered Institute for IT.

This professional certification is not regulated by the following United Kingdom Regulators - Ofqual, Qualifications in Wales, CCEA or SQA.
1 Which of the following options CORRECTLY describes a company that has been organised based on the company’s key products?

A Functional.
B Divisional.
C Flatarchy.
D Matrix.

2 Match the description to the CORRECT choice from the drop down list to categorise these business-related statements as either “mission” or “vision”.

A Offer a wide range of well-designed, functional home furnishing products at prices so low that as many people as possible will be able to afford them.
B To create a better everyday life for the many people.
C We believe that buying glasses should be easy and fun. It should leave you happy and good-looking, with money in your pocket.
D Create groundbreaking sports innovations, make our products sustainably, build a creative and diverse global team, and make a positive impact in communities where we live and work.

A.................. 
B.................. 
C.................. 
D..................

3 Which of the following statements CORRECTLY describes the purpose of a KPI?

A To funnel traffic to the correct destination.
B To commit to a level of service for customers.
C To show influencing factors that relate to the primary goal.
D To benchmark against competitors.
4 Which of the following statements apply to the calculation of budget variance? Select two CORRECT options.

A Using subtraction – it is the difference for a specific account between the budget and the actual amounts.
B Using addition – it is the sum of the budget and actual amounts for the month.
C Using multiplication – it is the budget amount multiplied by the actual amount for the month.
D Using division – it is a ratio of budget divided by actual expense.
E Using percentages - a calculation can be used to report the final variance.

5 Breakeven point analysis is a way for a company to know how many ……………………. in order to break even, meaning that it earns £0 and also loses £0.

Select the CORRECT phrase to complete the blank.

A products it needs to sell
B products it needs to make
C products returns it can accept
D days must pass

6 Select the CORRECT order for the next steps in the repeated Agile process sequence, once the requirements for a short project sprint have been established.

Number Order

A Develop. ……..
B Design. ……..
C Review. ……..
D Test. ……..
E Deploy. ……..

7 The concept of continuous improvement is part of which of the following approaches?

A Management By Objectives.
B Total Quality Management.
C Action Planning.
D Re-engineering.
8 Kathy is using the Power/Interest Grid to determine the position of her stakeholders. She is looking for an executive manager who can make decisions and promote changes.

Where in the Power/Interest Grid SHOULD this stakeholder fall?

A High power/high interest.
B Low power/low interest.
C Low power/high interest.
D High power/low interest.

9 Which two of the following are NOT examples of an external customer?

A Shoppers in a supermarket.
B Concierge in a hotel.
C A colleague in a different department.
D Commuters buying bus tickets.
E A person buying clothes from a boutique.

10 “A culture that promotes CSR will likely have......”

Select two options which could CORRECTLY complete the sentence.

A A customer-first focused culture.
B Company values like honesty, integrity and fairness.
C Business goals focused on innovation.
D Company values around taking risks.
E Events generating funds and donated to nonprofit organisations.

End of Paper
## BCS Practitioner Award in Business Skills for the IT Professional
### Answer Key

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>No. of Marks</th>
<th>Syllabus Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>B</td>
<td>1</td>
<td>1.1</td>
</tr>
<tr>
<td>2</td>
<td>A - mission</td>
<td>2</td>
<td>1.2</td>
</tr>
<tr>
<td></td>
<td>B - vision</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>C - vision</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>D - mission</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>C</td>
<td>1</td>
<td>1.3</td>
</tr>
<tr>
<td>4</td>
<td>A and E</td>
<td>2</td>
<td>2.1</td>
</tr>
<tr>
<td>5</td>
<td>A</td>
<td>1</td>
<td>2.3</td>
</tr>
<tr>
<td>6</td>
<td>A – 2</td>
<td>2</td>
<td>3.1</td>
</tr>
<tr>
<td></td>
<td>B – 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>C – 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>D – 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>E - 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>B</td>
<td>1</td>
<td>3.2</td>
</tr>
<tr>
<td>8</td>
<td>A</td>
<td>1</td>
<td>3.3</td>
</tr>
<tr>
<td>9</td>
<td>B and C</td>
<td>2</td>
<td>4.2</td>
</tr>
<tr>
<td>10</td>
<td>B and E</td>
<td>2</td>
<td>4.3</td>
</tr>
</tbody>
</table>