



AY 2018 – 19 TERM 1 Sample Exam Paper (Sample Solution) - IS210 Business Process Analysis and Solutioning

1. Multiple Choice Questions MCQ

Read all Multiple Choice questions below and choose **One or Multiple answers** for each of the questions. **Fill your answers in this table.** Markings on options in the questions will **not** be graded. Each question is one mark.

Question	Answer
1	A, B, E
2	A, D

Question 2 – Business Process Analysis

- A. Report 1 shows the results of a dynamic simulation run and the statistical measurements for the various cases of the process. With reference to Report 1, identify the case with the highest wastage. Using the statistical measurements, briefly justify your selection of the case. Suggest **one** solution to minimize this wastage.

Answer:

i.Name of case:	ii.Justification of selection :	iii.Suggested Solution (elaborate):
Reject with Validation	Data Used: Average Resource Cost and Distribution percentage	Validate Request can be automated. We can add validation business rules to the Request portal to do data validation automatically. Task validation request will be moved the Request portal swim lane.
	Others with proper justification and justified suggested solution as also accepted. 1. Average Resource Cost and No of instances.	

- B. Analyse the possible issues (3 issues) in the given workflow and fill up the below table (This is a new template requested by the vendor).
Fill in the table provided below. **(1.5 marks)**

Answer

<u>Issues No</u>	<u>Issue</u>	<u>Cause</u>	<u>Root Cause</u>	<u>Recommendation</u>
1	Look up customer data task is time consuming and ineffective for the Data Validator.	CRS is slow and hard to use	System functionality is poor as the user interface is hard to use.	Integrate Request Portal and Customer Management System to perform automated retrieval of the information which is hard to use and taking lots of time for the user.
2	Notifications to the payroll admin is manual (email) and time consuming task.	Request portal doesn't have the feature to automatically notify the payroll administrator.	Lack of system functionality	Add new feature to request portal to notify the payroll admin on the approval process.
3	The above can be the same for telcom coordinator			
4	The payroll system registration and phone system registration are done sequentially and results in increased process time.	The process didn't consider the independency of the activities.	Independent activities	Perform the tasks in parallel where approver emails both payroll admin and telcom coordinator simultaneously. Both the tasks can be now done in parallel.
	Others like manual generation of applicant details can have human errors or mismatch of the applicant info etc are also accepted.			

Question 3 - Business Process Modeling

Answer:

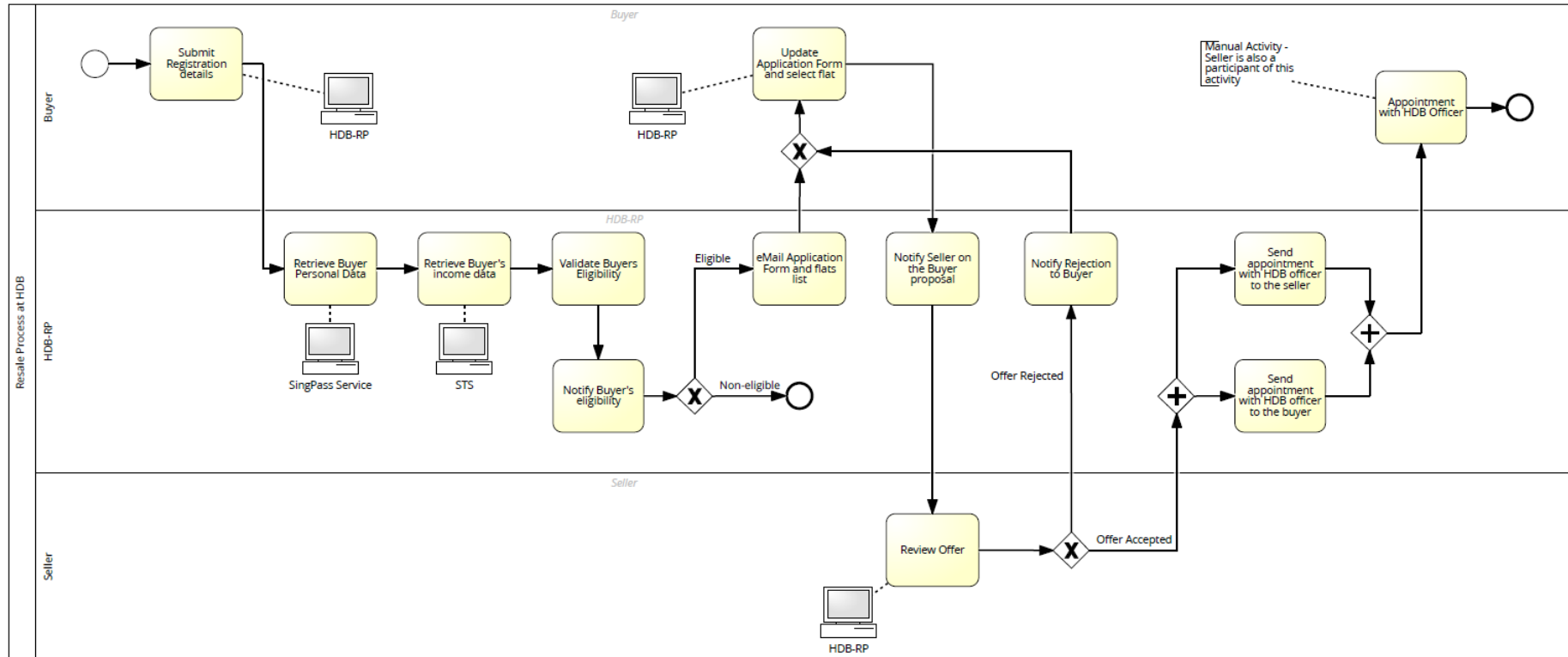


Figure 4.1 - TO-BE Workflow Model

Answer: Alternative solution

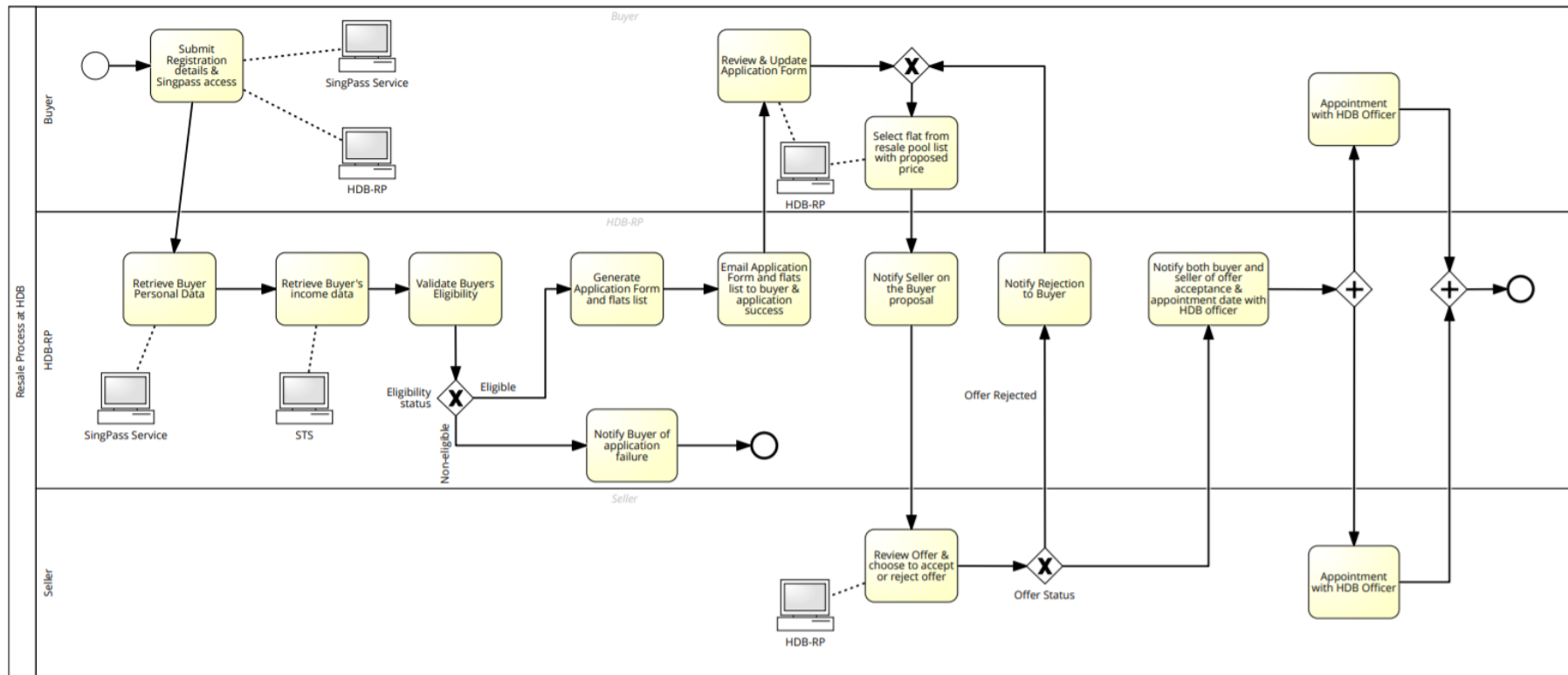
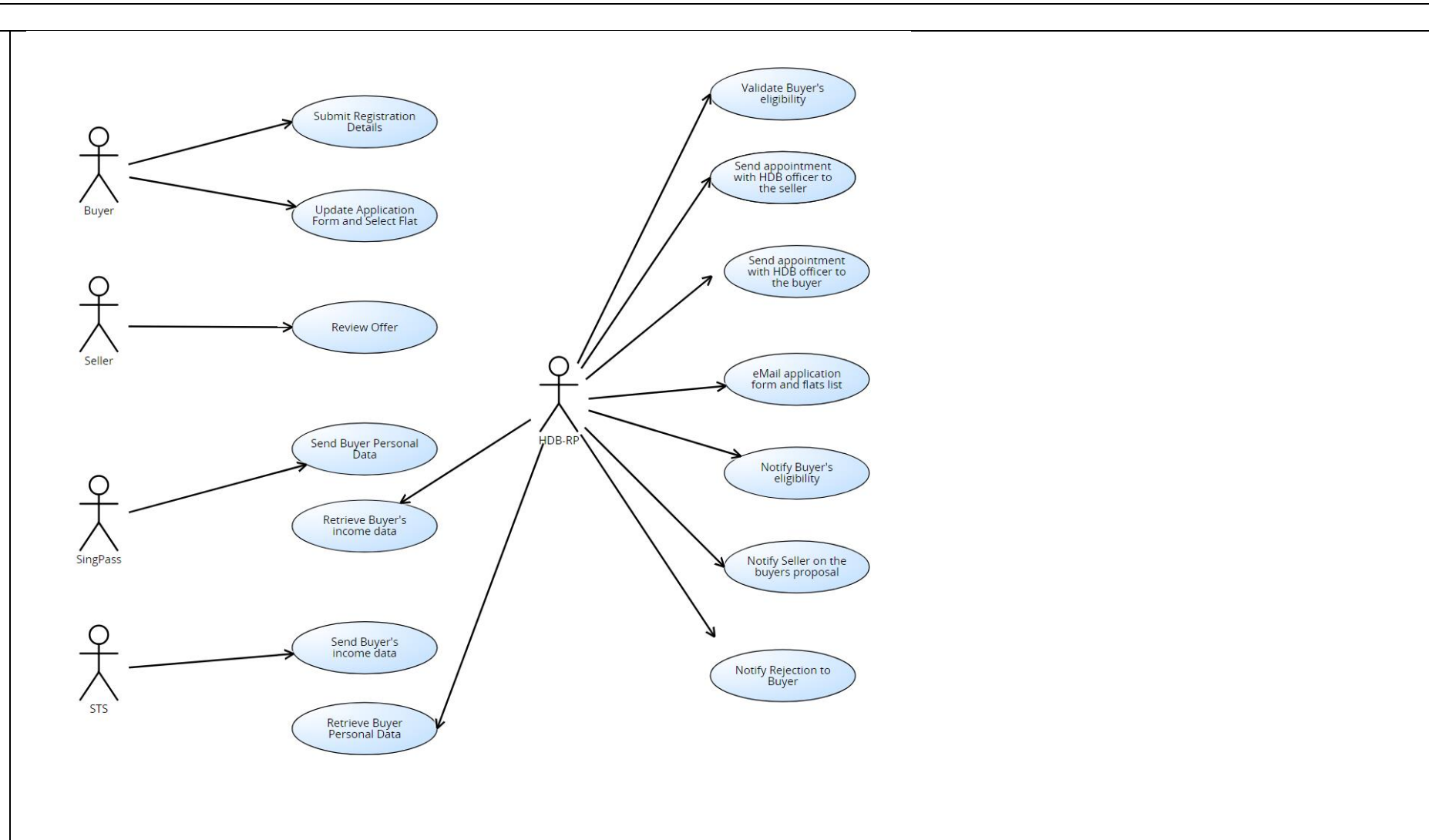


Figure 4.1 - TO-BE Workflow Model

Question 4 - Business Process Solutioning**Answer.**

Question 5 – Process Innovation**Answer**

Issue	Correction Model (Revenue, Value chain, Value proposition, Customer model)	Justify
Digitally driven customers	Customer Model	These are target customers for the offerings
Scan-to-go checkout management	Value chain	This is a process by which the customers perform in-store shopping and payment using an app by scanning the products and payment.
Shipping costs	Revenue model	This is the amount of money that is cost to the Walmart through its free-two delivery process Or Revenue generated by normal delivery process.
Free-two day shipping	Value proposition	The offering to the customer.

(b)

Technology – RFID tags on the package

How it works? – The staff will be prompted on the location of the package arranged on the shelf. Package can be scanned and staff can pass it to the customer who is at the waiting counter.

Or

Technology – Smart storage shelves

How it works? – Once key in the pickup, smart shelf will blink to indicate the location of the package in the storage. The staff can quickly collect and pass it to the customer who is at the waiting counter.

Or

Technology – Robots and Smart storage shelf

How it works? – Once key in the pickup, smart shelf will blink to indicate the location of the package in the storage. The robots can pick up the package and deliver to the customer at the waiting counter.

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