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**Sample assessment material for first assessment  
March 2019**

Time: 35 minutes

Paper Reference **XXXXX/XX**

**Business Processes**

**You do not need any other materials.**

Total Marks

THE LIVE VERSION OF THIS PAPER WILL CONTAIN A TOTAL OF 20 QUESTIONS

THE SAMPLE ASSESSMENT MATERIALS WILL CONTAIN A TOTAL OF 10 QUESTIONS

Turn over ►

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**Answer ALL questions.**

**Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.**

- 1 What is the core purpose of a CRM system in the workplace? (1)

Select **one** option.

- A To communicate with colleagues
- B To log helpdesk queries
- C To manage salary payments
- D To manage customer data

- 2 What process is used to ensure the system can be restored in the event of a loss of files? (1)

Select **one** option.

- A Backups
- B Authentication
- C Logging
- D Patching

- 3 How do firewalls preserve the integrity of data? (1)

Select **one** option.

- A By inspecting network traffic
- B By encoding communications
- C By retaining lists of approved users
- D By assigning network addresses

- 4 What is an SLA (Service Level Agreement) in IT Infrastructure? (1)

Select **one** option.

- A A policy for managing IT Security
- B A procedure for managing network assets
- C A Helpdesk procedure for dealing with queries
- D A contract between the user and the provider

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5 What is the role of service prioritisation in business continuity and disaster recovery? (1)

Select **one** option.

- A Prioritise the order data items should be made secure
- B Prioritise the order business data should be backed-up
- C Prioritise the order business data should be restored
- D Prioritise the order testing should be carried out

6 Which of these is a purpose of standard operating procedures? (1)

Select **one** option.

- A To increase sales
- B To reduce uniformity
- C To increase complexity
- D To reduce miscommunications

7 Which of these is a key principal of data protection legislation within an organisation? (1)

Select **one** option.

- A There must be a designated data officer
- B All data must be backed up
- C Software must be kept up to date
- D Data must be shared with all customers

8 An infrastructure technician is working as part of a support team. Why is it essential that they have good communication skills? (1)

Select **one** option.

- A To reduce system faults
- B To improve customer satisfaction
- C To increase completion rates
- D To prevent data misuse



9 When in the software development lifecycle should an infrastructure technician produce a user guide?

(1)

Select **one** option.

- A Design phase
- B Implementation phase
- C Testing phase
- D Analysis phase

10 An organisation requires staff to review and update policies each year. How should they ensure they are using the most up to date documentation?

(1)

Select **one** option.

- A By watermarking files
- B By scheduling backups
- C By using version control
- D By using password protection

**TOTAL FOR QUESTION PAPER = 10 MARKS**

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**Business Processes**

Question Number	Answer	Mark
1	D - To manage customer data	(1)

Question Number	Answer	Mark
2	A - Backups	(1)

Question Number	Answer	Mark
3	A - By inspecting network traffic	(1)

Question Number	Answer	Mark
4	D - A contract between the user and the provider	(1)

Question Number	Answer	Mark
5	C - Prioritise the order business data should be restored	(1)

Question Number	Answer	Mark
6	D - To reduce miscommunications	(1)

Question Number	Answer	Mark
7	A - There must be a designated data officer	(1)

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Question Number	Answer	Mark
8	B - To improve customer satisfaction	(1)

Question Number	Answer	Mark
9	B - Implementation phase	(1)

Question Number	Answer	Mark
10	C - By using version control	(1)

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