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QUESTION 1

Which of the following is an input to the 'Investigate the Situation' stage of the business analysis process model?

- A. Stakeholder perspectives.
- B. List of issues/problems.
- C. Business case.
- D. Terms of reference.

Correct Answer: D

QUESTION 2

An analyst investigating a sales system wishes to ask questions about how a customer order form is completed in the current system. What investigation technique is the analyst using?

- A. Activity sampling.
- B. Protocol analysis.
- C. Document analysis
- D. Structured observation.

Correct Answer: C

QUESTION 3

Which of the following requirements elicitation techniques is ineffective at defining the future requirements of a system?

- A. Workshops.
- B. Prototyping,
- C. Scenario analysis.
- D. Shadowing.

Correct Answer: D

QUESTION 4

Which of the following may be used to document the outcomes of a workshop?

- A. Mind maps.

- B. Brainwriting.
- C. Round robin.
- D. Stepwise refinement.

Correct Answer: A

QUESTION 5

What is the MoSCoW principle used for?

- A. To analyse stakeholders.
- B. To determine strategy.
- C. To define a root definition.
- D. To prioritise requirements.

Correct Answer: D

QUESTION 6

Which of the following would BEST be managed with the "keep satisfied" stakeholder management strategy?

- A. Those with high power/influence and no interest in the project.
- B. Those with high power/influence and some interest in the project.
- C. Those with some power/influence and high interest in the project.
- D. Those with some power/influence and some interest in the project.

Correct Answer: B

QUESTION 7

A business analyst wishes to show that a company wants to store information about different types of product. Some attributes are common to every product (for example; product name) but other attributes only apply to certain product types. For example, product material only applies to accessory products. Which of the following constructs could the business analyst use to represent this on a class model?

- A. An association class.
- B. A many-to-many multiplicity.
- C. A generalisation structure.
- D. An structure.

Correct Answer: C

QUESTION 8

In which of the following business analysis areas does the traditional systems analyst role primarily operate?

- A. Quantifying costs and benefits.
- B. Defining the needs of the business.
- C. Implementing business changes.
- D. Specifying IT system requirements.

Correct Answer: D

QUESTION 9

An IT department needs to upgrade its hardware to run the new version of an established operating system. The cost of this required upgrade is \$2 million. As an alternative, the IT director has suggested that the company should change to a completely different operating system. Although this will cost \$6 million, the change will bring many other benefits, including cheaper maintenance costs and increased security. What is the avoided cost in his proposal?

- A. \$2 million.
- B. \$4 million.
- C. \$6 million.
- D. \$8 million.

Correct Answer: A

QUESTION 10

What type of model is a 'Business Activity Model' (BAM)?

- A. Conceptual
- B. Logical
- C. Physical
- D. Dynamic

Correct Answer: A

QUESTION 11

Which of the following would be an appropriate name for a use case that allows a project manager to allocate resources to a project?

- A. Assign resources.
- B. Resource.
- C. Project Manager.
- D. Project.

Correct Answer: A

QUESTION 12

Which of the following represents the total cash flows of an investment, over a period of time, adjusted to reflect the time value of money?

- A. The Internal Rate of Return.
- B. The Time to Payback.
- C. The Net Present Value.
- D. The Return on Investment.

Correct Answer: C

QUESTION 13

Which of the following stages is immediately after problem-finding in Isaksen and Treffinger's creative problem-solving model?

- A. Idea-finding.
- B. Solution-finding.
- C. Data-finding.
- D. Acceptance-finding.

Correct Answer: A

QUESTION 14

In which of the following circumstances is supplier power high?

- A. When switching costs are low.
- B. When there are relatively few customers.

- C. When the supplier brand is powerful.
- D. When alternatives are readily available.

Correct Answer: C

QUESTION 15

The requirements catalogue documents the business user or users who requested the requirement. Which heading in the requirements catalogue template would this information be recorded?

- A. Owner.
- B. Justification.
- C. Author.
- D. Source.

Correct Answer: D

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