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NEW QUESTION: 1

One of Porter's five forces explicitly considers industry competitors. Which of the following is the Key Focus' of this force?

- A. The market share of known Competitors.
- B. A Competitor's external marketing campaign.
- C. Rivalry among existing Competitors.
- D. The products offered by Competitors.

Answer: (SHOW ANSWER)

NEW QUESTION: 2

When are the acceptance criteria for user acceptance testing defined?

- A. When the software has been completed and has passed system testing.
- B. When the deliverables of the system design have been agreed.
- C. When the users have had the opportunity to use the software for a period of time.
- D. When the deliverables of the requirements analysis have been agreed.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 3

The senior managers of an organisation recognise that they employ knowledgeable, committed staff. Under which category of a SWOT will this be recorded?

- A. Threats.
- B. Strengths.
- C. Weaknesses,
- D. Opportunities.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 4

Which of the following investigation techniques is MOST appropriate for collecting quantitative information?

- A. Workshops.
- B. Prototyping.
- C. Activity sampling.
- D. Interviewing.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

The table below shows the costs and savings associated with a project. In which of the following years does the project break even?

Item	Year 0	Year 1	Year 2	Year 3	Year 4
Hardware	£250,000	£0	£0	£0	£0
Software Acquisition	£75,000	£0	£0	£0	£0
Maintenance	£10,000	£11,000	£12,000	£13,000	£14,000
User Training	£5,000	£0	£0	£0	£0
Savings	£40,000	£100,000	£100,000	£100,000	£100,000

- A. Year 3.
- B. Year 2.
- C. Year 4.
- D. The project does not pay back within the four year period.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

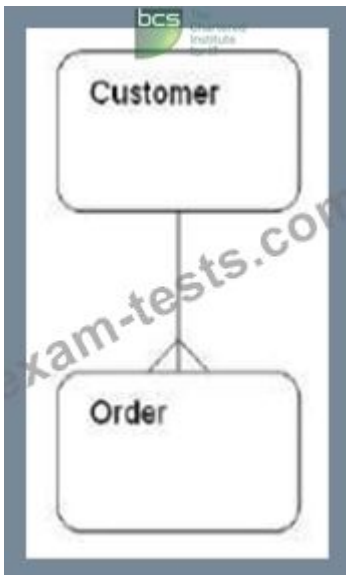
What does the M stand for in MoSCoW?

- A. Mandatory.
- B. Management.
- C. Must have.
- D. Mission.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 7

The entity relationship model below shows the relationship between Customer and Order. Which of the following business rules is correct?



- A. An order need not be placed by a customer.
- B. A customer may place many orders.
- C. A customer may never place an order.
- D. An order may be placed by many customers.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Different reactions may be observed when a change to working methods is proposed. These reactions include:

- a. Enthusiasm for the change.
- b. Fear of the change.
- c. Reduced performance on the job.
- d. Reluctant acceptance of the change.

Which of the following represents the typical sequence of these four reactions?

- A. a, b, d and c.
- B. b, c, d and a.
- C. a, b, c and d.
- D. b, d, c and a.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 9

What is the MoSCoW principle used for?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 10

When analysing stakeholders, it is useful to produce a stakeholder analysis grid. What is depicted on the axes of this grid?

- A. Power and influence.
- B. Power and interest.
- C. Perspectives and impacts.
- D. Objectives and interests.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 11

Which of the following describes a 'rich picture'?

- A. An organisation chart showing the most important stakeholders.
- B. A swim-lane diagram highlighting the most costly processes.
- C. A free-format drawing of a business situation under investigation.
- D. A UML class diagram showing both attributes and operations.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 12

How would usability and performance requirements be classified?

- A. As non-functional requirements.
- B. As technical requirements.
- C. As general requirements.
- D. As functional requirements.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

An analyst has discovered that a company wishes to hold information about departments and employees. A department may have many employees in it, but each employee can, at any one time, only work in one department. There is no requirement to store historical information. However, there are currently eight departments and over one hundred employees. How would this relationship be shown on an Entity Relationship diagram?

- A. As (8..100) at the Department end of the relationship.
- B. As a one-to-many between Department and Employee.
- C. As a many-to-many between Department and Employee.
- D. As a one-to-one between Department and Employee.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 14

One of the stages of the Business Activity Process Model is 'Consider the perspectives'. Which of the following would be particularly relevant in this stage?

- A. Cost Benefit Analysis.
- B. PESTLE analysis.

- C. Business Activity Modelling.
- D. Requirements Modelling.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

Which of the following may be used as a basis for scripting acceptance tests?

- A. Context diagrams.
- B. Stepwise refinement.
- C. Mind maps,
- D. Scenario analysis.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 16

Which of the following techniques is used to focus solely on the external influences on an organisation?

- A. SWOT.
- B. MOST.
- C. CATWOE.
- D. PESTLE.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

The following is a list of statements concerning investigation techniques.

- a. Questionnaires are an effective way of developing rapport with the business users.
- b. Workshops are an effective way of obtaining user buy-in and acceptance.
- c. Protocol analysis involves following a user for a period to find out what they do.
- d. Scenarios can be used as an effective basis for the development of prototypes.

Which of the following is correct?

- A. Statements b and c are incorrect, statements a and d are correct.
- B. Statements a and d are incorrect, statements b and c are correct
- C. Statements c and d are incorrect, statements a and b are correct.
- D. Statements a and c are incorrect, statements b and d are correct.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 18

What stage of the V model provides the test criteria for user acceptance testing?

- A. The requirements.
- B. The developed solution.
- C. The business needs.
- D. The designed solution.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 19

The term 'happy day' is often used in the context of which of the following investigation techniques?

- A. Activity Sampling.
- B. Scenarios.
- C. Document analysis.
- D. Protocol analysis.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 20

Which of the following statements about change and change management is correct?

- A. Change management should first be considered in the design stage of the project.
- B. Social and cultural factors have little influence on the success of implementing changes.
- C. The management of change is the sole responsibility of the project manager.
- D. Change management should be considered right from the start of the project.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

When undertaking business system modelling how many Business Activity Models' (BAM's) are initially produced?

- A. One for each Actor.
- B. One for each CATWOE.
- C. One for each system under consideration.
- D. One to reflect the perspective of the Owner.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 22

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. Document analysis

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 23

An airline wishes to assess the punctuality of its flights. What type of business activity would do this?

- A. A monitoring activity.
- B. A planning activity.
- C. A controlling activity.
- D. An enabling activity.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 24

Which of the following describes the objectives in a MOST analysis?

- A. The goals against which the organisation's achievements can be measured.
- B. The detailed means by which an agreed business strategy will be implemented.
- C. The statements declaring what the business is in and what it intends to achieve.
- D. The approach the organisation intends to take to achieve its declared mission.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 25

A business case for a project claims that the new system will provide managers with more time to think creatively about strategic issues. What would this be classified as in a cost-benefit analysis?

- A. A tangible benefit.
- B. An intangible benefit.
- C. An intangible cost.
- D. A tangible cost.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 26

Which of the following is considered by the Boston Box?

- A. Market share.
- B. Impact.
- C. Gross profit.
- D. Power/influence.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 27

When running workshops it is useful to have someone with a role that includes specific responsibility for keeping attendees focused on achieving the objective of the workshop. Which of the following terms describes this role?

- A. The facilitator.
- B. The scribe.
- C. The stakeholder.
- D. The arbitrator.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 28

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

Answer: C [\(LEAVE A REPLY\)](#)

NEW QUESTION: 29

What do the arrow headed lines between activities represent on a business activity model?

- A. Activity sequence
- B. Logical dependency.
- C. Flow of data.
- D. Functional optionality.

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 30

In a business activity model, which of the following type of activities respond to deviations between actual and planned performance?

- A. Doing activities.
- B. Controlling activities.
- C. Monitoring activities.
- D. Planning activities.

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 31

As part of an investigation, a business analyst has asked a business user to keep track of the actual tasks they carry out over a period of time. What is this investigation technique called?

- A. Activity sampling.
- B. Shadowing.

- C. Prototyping.
- D. Special purpose records.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

In which of the following circumstances do buyers have high bargaining power?

- A. When available sources of supply are available and easy to find.
- B. When switching costs are high.
- C. When the cost of a product or service is low.
- D. When the supplier brand is powerful.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 33

Every night, at midnight, a system automatically raises invoices for customers that have placed orders that day.

The invoice is sent electronically by email to customers. What is the event that triggers the production of invoices?

- A. The batch invoice production job.
- B. The email system.
- C. The receipt of an order from a customer.
- D. Midnight on the system clock.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 34

When undertaking a CATWOE' analysis, which sequence should the first four letters be considered in?

- A. T, A, W, C
- B. W, T, C, A
- C. W, C, T, A
- D. T, W, C, A

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 35

A software house is developing a software package specifically for hotel management. A business analyst has been employed because of her familiarity with the hotel industry. Which of the following competencies has she been employed to bring to the project?

- A. Team leadership.
- B. Problem solving.
- C. Domain knowledge.
- D. Project management.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 36

Which of the following are steps in the Isaksen and Treffinger's creative problem solving model?

- a. Mess Finding.
- b. Data Modelling.
- c. Process Finding.
- d. Problem Finding.
- e. Solution Finding.

- A. b, c and e.
- B. a, b, c and d.
- C. a, c, d and e.
- D. a, d and e.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 37

What is the first stage of the waterfall systems development lifecycle?

- A. Strategic Vision.
- B. Analysis.
- C. Feasibility Study.
- D. Plan.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 38

Which of the following terms may be used to describe the attitude of a stakeholder who is NOT in favour of the project but is probably not actively opposed to it?

- A. Blocker.
- B. Neutral.
- C. Opponent.
- D. Critic.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 39

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 40

A company provides a help desk facility to support users of their computer software. How would the provision of this facility be classified on their value chain?

- A. As a Service activity.
- B. As a Technology Development activity.
- C. As an Inbound Logistics activity,
- D. As a Sales and Marketing activity.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 41

Which of the following BEST describes the term value proposition?

- A. The value of the Internal Rate of Return of a project.
- B. The proposed value of benefits in a cost-benefit analysis.
- C. The value that a product or service offers to customers.
- D. The net present value of a proposed project.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 42

What is the model of a current business process often called?

- A. The n-IS model.
- B. The AS-IS model.
- C. The IS-IT model.
- D. The AS-IF model.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 43

The Business Activity Model shows the doing activities' of a business system. Which element of CATWOE do these activities relate to?

- A. Environment.
- B. Owner.
- C. Actors.
- D. Transformation.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 44

Which of the following statements is true?

- A.** Ethnographic Studies are concerned with the long term observation of the business environment.
- B.** Rich pictures and mind maps are used to document the requirements for the IT system.
- C.** Shadowing is an effective way of preparing test scripts for user acceptance.
- D.** Interviews are effective in building a consensus view and securing agreement from a diverse group.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 45

The following is a list of statements about stakeholders and stakeholder management.

- a. A customer can be considered as a stakeholder in a project.
- b. A supplier can be considered as a stakeholder in a project.
- c. Stakeholders' positions do not remain static during the life of the project.
- d. Communication must not be tailored to each stakeholder in the project.

Which of the following is correct?

- A.** Statements b and c are correct, statements a and d are incorrect.
- B.** Statements a and c are correct, statements b and d are incorrect.
- C.** All four statements are correct.
- D.** Statements a, b and c are correct, statement d is incorrect.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 46

Which of the following statements is TRUE?

- A.** It is preferable for the calculated IRR of a project to be below bank interest rates,
- B.** Discounted cash flows do not usually take into account the time value of money.
- C.** When comparing two projects, the one with the lower NPV should be preferred.
- D.** The IRR of every project is based on it achieving a Net Present Value of zero.

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 47

What are subsequent changes subject to once a requirements document has been signed off?

- A. Requirements validation.
- B. Requirements verification.
- C. Requirements management.
- D. Requirements documentation.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 48

Which of the following BEST describes the cause of a bottleneck in a business process?

- A. A step where one actor passes the process to another actor.
- B. An unnecessary step or steps in a sequence of process steps.
- C. A number of related steps that are carried out by different actors.
- D. A mismatch between the capacities of related process steps.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 49

The following requirement has been identified; 'The system must be able to record customer payments'. What type of requirement is this?

- A. A non-functional requirement.
- B. A technical requirement.
- C. A general requirement.
- D. A functional requirement.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 50

Which of the following is likely to be an input into the 'Analysing the Needs' stage of the business analysis process model?

- A. Validated requirements document,
- B. Agreed business activity model
- C. Shortlist of business options.
- D. The business case.

Answer: (SHOW ANSWER)

NEW QUESTION: 51

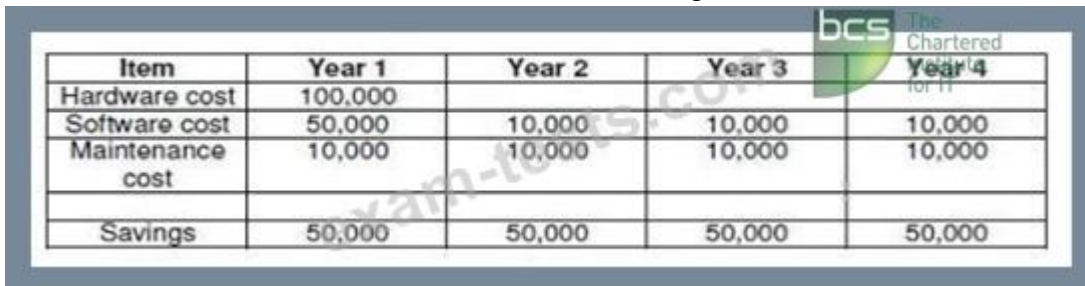
Which of the following requirements elicitation techniques is ineffective at defining the future requirements of a system?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 52

Given the cashflows below, which of the following is correct?



Item	Year 1	Year 2	Year 3	Year 4
Hardware cost	100,000			
Software cost	50,000	10,000	10,000	10,000
Maintenance cost	10,000	10,000	10,000	10,000
Savings	50,000	50,000	50,000	50,000

- A. The project does not pay back within the four year period.
- B. The project pays back in year 4 of the project.
- C. The project pays back in year 2 of the project.
- D. The project pays back in year 3 of the project.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 53

What is the business analyst doing when he or she compares the BAM with the current business situation?

- A. Gap analysis.
- B. Defining CATVVOE.
- C. Conceptual modelling.
- D. Analysing perspective.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 54

An entity type is a template for its entity occurrences. Which of the following is a template for objects?

- A. A class.
- B. An actor.
- C. An operation
- D. A use case.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 55

Which of the following is NOT one of the perspectives considered by the 'Balanced Business Scorecard'?

- A. Competition.
- B. Customer.
- C. Learning and Growth.
- D. Financial.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 56

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 some power/influence and some interest in the project.
- C. Those with high power/influence and some interest in the project.
- D. Those with some power/influence and high interest in the project.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 57

The Internal Rate of Return has been calculated for an option in a Business Case. Which ONE of the following statements is true?

- A. The DCF Rate is not known.
- B. The Net Present Value is Zero.
- C. The DCF Rate is Zero.
- D. The Net Present Value is not known.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

The Boston Box may be used to analyse the portfolio of businesses owned by an organisation. Which of the following animals does it use in its term for businesses that have low market share in a market with low growth?

- A. Goat.
- B. Cat.
- C. Dog.
- D. Cow.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 59

Which of the following approaches is the variation of the Waterfall lifecycle that shows explicitly the link between the analysis stages and the testing stages?

- A. V model.
- B. Unified process.
- C. Spiral model.
- D. Workflow model.

Answer: A ([LEAVE A REPLY](#))

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