

BCS.PC-BA-FBA-20.v2023-06-30.q59

Exam Code:	PC-BA-FBA-20
Exam Name:	BCS Foundation Certificate in Business Analysis V4.0
Certification Provider:	BCS
Free Question Number:	59
Version:	v2023-06-30
# of views:	934
# of Questions views:	590
https://www.exam-tests.com/PC-BA-FBA-20-exam/BCS.PC-BA-FBA-20.v2023-06-30.q59.html	

NEW QUESTION: 1

The system should allow a user to enter customer details and select appropriate customers for a mailshot What is wrong with this requirement?

- A. It consists of two requirements which should be separately defined.
- B. It contains the word "should" which must not be used in a requirement.
- C. It should not contain the word "system" in the requirement."
- D. It should be specific about the user it refers to.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

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

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

NEW QUESTION: 3

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. Unified process

- B. Spiral model
- C. Workflow model
- D. V model.

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

NEW QUESTION: 4

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

Which stage in the waterfall model is considered as several separate stages in the V model?

- A. Testing.
- B. Design.
- C. Development.
- D. Analysis.

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

NEW QUESTION: 6

Which of the following statements is TRUE?

- A. It is not permissible to show decision diamonds on a swim-lane diagram.
- B. Improving the business process is concerned with removing problems identified in the AS-IS process.
- C. Introducing bottlenecks is an important principle of business process re-design.
- D. Processes cannot be improved by changing the sequence of activities alone

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

NEW QUESTION: 7

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Which of the following options only includes workshop discovery techniques?

- A. Brainstorming, brainwriting, mind maps
- B. Rich pictures, mind maps, task scenarios
- C. Round robin, post-it exercise, brainstorming.
- D. Stepwise refinement, context diagrams, process models.

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

NEW QUESTION: 9

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Which of the following is likely to be shown as a process in a swim-lane diagram of a library book borrowing system?

- A. Librarian.
- B. Book.
- C. Borrowing Limit.
- D. Borrow book.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Who is the target of the value proposition?

- A. The Customer
- B. The Sponsor.
- C. The Supplier,
- D. The Competitor.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

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

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

NEW QUESTION: 13

Which of the following statements about a BAM is correct?

- A. There will be one BAM for each business perspective.
- B. The BAM is concerned with who carries out the activities.
- C. The BAM is an AS-IS model of the real world.
- D. The BAM is concerned with where activities are carried out.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 14

Cars, trucks and motorbikes are all types of vehicle.

What structure could be used on a class model to model this

- A. The <> construct
- B. Association class
- C. Generalisation
- D. Exclusivity relationship

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 16

As part of an investigation a Business Analyst has devised a form for users of an existing system to use to keep track of the tasks they undertake during their working day.

Which of the following describes this investigation technique?

- A. Activity sampling.
- B. Special purpose records.
- C. Questionnaires.
- D. Scenario analysis.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 17

When is the self-esteem of individuals affected by a change process usually at its lowest?

- A. At the start of the change process
- B. At all points during the change process.
- C. At the end of the change process.
- D. In the middle phase of the change process.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

A system holds information about an employee; Mike Berry.

Which of the following is Mike Berry an example of?

- A. An object
- B. A class.
- C. An operation.
- D. An attribute

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Business Analysis competencies are divided into three groups.

Which of the following are the groups of competencies for a Business Analyst?

- A. b, c and e.
- B. Behavioural skills and personal qualities.
- C. Business Knowledge.
- D. Project Management Support.
- E. IT skills.
- F. Techniques.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

A company holds information about 1000 customers. It receives, on average, 50 orders per day. Each order must be placed by only one customer. Customers must have placed at least one order but may place several. An analyst has shown an association between the classes Customer and Order.

What multiplicities should she show at the Order end of this association?

- A. 0..*
- B. 1..1000.

C. 1.*.

D. 0..50.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 21

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

A. One for each CATWOE.

B. One for each Actor

C. One for each system under consideration.

D. One to reflect the perspective of the Owner.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 22

Which of the following only includes explicit corporate knowledge?

A. Culture, norms, historical data.

B. Style guides, procedures, processes

C. Job descriptions, tasks, targets.

D. Skills, values, communities of practice

Answer: B (LEAVE A REPLY)

NEW QUESTION: 23

Which of the following is a primary activity in the value chain?

A. Information Technology (IT).

B. Marketing and Sales.

C. Human Resources (HR).

D. Procurement.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 24

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

A. T, W, C, A

B. W, C, T, A

C. T, A, W, C

D. W, T, C, A

Answer: D (LEAVE A REPLY)

NEW QUESTION: 25

Business analysis bridges the gap between which two disciplines?

A. IT Systems Analysis and Acceptance Testing.

- B. Strategic Analysis and IT Systems Analysis.
- C. Business Case Definition and Requirements Analysis.
- D. Requirements Analysis and IT Systems Development

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

NEW QUESTION: 26

Which of the following statement is TRUE about the process view of an organisation?

- A. It focuses on the customer of the organisation.
- B. It focuses on the organisational structure.
- C. It focuses solely on the internal view of the organisation.
- D. It focuses on the functions of an organisation.

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

NEW QUESTION: 27

Which of the following BEST describes the term value proposition?

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

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

NEW QUESTION: 28

Which of the following would you describe about each stakeholder?

- A. Attitude.
- B. Resolution.
- C. Owner.
- D. Justification.

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

NEW QUESTION: 29

An analyst investigating a finance system wishes to build rapport with individual stakeholders and investigate in detail each stakeholder's views.

Which of the following techniques should the analyst use?

- A. Document analysis.
- B. Special purpose records.
- C. Interviewing.
- D. Questionnaires.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

Which of the following lists includes only activities that are defined as support activities in the value chain?

- A. Firm infrastructure, service, marketing and sales.
- B. Procurement, technology development, human resource management.
- C. Service, procurement, firm infrastructure
- D. Inbound logistics, outbound logistics, operations.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 31

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. \$8 million
- C. \$6 million.
- D. \$4 million

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 32

A convenience food manufacturer has undertaken a strategic analysis study and has identified a threat from groups lobbying against the use of packaging for food products.

Which of the PESTLE categories would have helped highlight this threat?

- A. Technological.
- B. Economic.
- C. Legal.
- D. Environmental.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 33

Which of the following diagrams helps the business analyst to document a range of issues that have been uncovered about a business situation?

- A. The 'to be' process model.
- B. The rich picture.
- C. The business activity model
- D. The use case diagram.

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

NEW QUESTION: 34

Which category of activities should be identified first when developing a 'Business Activity Model' (BAM)?

- A. Enabling.
- B. Doing.
- C. Planning.
- D. Monitoring.

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

NEW QUESTION: 35

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

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

NEW QUESTION: 36

Description, impact assessment, probability and countermeasures are usually recorded for which of the following?

- A. Risks.
- B. Requirements.
- C. Key Performance Indicators.
- D. Stakeholder-s.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

There is a requirement for an employee to enter time worked details into a computerised project reporting system. If this requirement was drawn on a use case diagram, which of the following would be correct?

- A. Project reporting system would be an actor, employee a use case.
- B. The computer system would be the boundary, the project reporting system a use case.
- C. Employee would be the boundary, time details an actor.
- D. Enter time details would be a use case, employee an actor.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 38

A requirement has been identified as beneficial. It will be included in the system if it does not take too long to deliver or cost too much.

How would this requirement be prioritized in the MoSCoW classification?

- A. As a 'W'.
- B. As a 'S'.
- C. As a 'C'.
- D. As a 'M'.

Answer: (SHOW ANSWER)

NEW QUESTION: 39

Which of the following models might include the documentation of scenarios?

- A. A business activity model.
- B. A use case model.
- C. A class model.
- D. A corporate data model.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 40

A stakeholder has been classified as 'some' on both the power/influence and interest axes of a power/interest grid.

Which of the following would be an appropriate way of managing this stakeholder?

- A. Keep watching.
- B. Keep satisfied.
- C. Keep informed.
- D. Keep on side.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 41

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 42

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. Shadowing.
- B. Activity sampling.
- C. Prototyping.
- D. Special purpose records.

Answer: (SHOW ANSWER)

NEW QUESTION: 43

Which of the following statements about outsourcing of systems development is correct?

- A. It has meant that it is no longer necessary for analysts to define rigorous, accurate and complete user requirements.
- B. It has been a significant catalyst in organisations for the development of a business analysis function.
- C. It has meant that the programming of solutions is usually undertaken in countries where labour costs are high.
- D. It has eliminated the need for effective contract management between the customer and the supplier of the outsourcing.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 44

When analysing stakeholders, it is useful to produce a stakeholder analysis grid.

What is depicted on the axes of this grid?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 45

Which of the following types of activity help identify the KPI's of an organisation?

- A. The control activities.
- B. The planning activities.
- C. The monitoring activities.
- D. The doing activities.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 46

What occurs at handoffs when two actors do not synchronise their work?

- A. Queues.
- B. Errors.
- C. Functions.
- D. Decisions.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 47

Which stage of Isaksen and Treffinger's creative problem-solving model is concerned with analysing the opinions and concerns to identify how information can be quantified?

- A. Data finding
- B. Idea finding
- C. Problem finding.
- D. Mess finding.

Answer: (SHOW ANSWER)

NEW QUESTION: 48

Which of the following diagrams explicitly shows the sequence of tasks?

- A. A swim-lane diagram
- B. A business activity model.
- C. A use case diagram.
- D. A class model.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 49

An analyst is defining the requirements for an online booking system and wishes to show the business managers the look and feel of the system in order to elicit usability requirements.

What investigation technique should the analyst use?

- A. Workshops.
- B. Interviewing.

- C. Prototyping.
- D. Ethnographic study

Answer: (SHOW ANSWER)

NEW QUESTION: 50

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 51

In which of the following circumstances is supplier power high?

- A. When switching costs are low.
- B. When the supplier brand is powerful.
- C. When alternatives are readily available.
- D. When there are relatively few customers.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 52

A well formed requirement is said to comply with which of the following acronyms?

- A. SMART.
- B. MOST.
- C. OSCAR.
- D. MOSCOW.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 53

Which of the following techniques can be used to pull together the results of an analysis of the external and internal business environment of an organisation?

- A. Resource audit.
- B. SWOT analysis.
- C. Five-forces model.
- D. Balanced business scorecard.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 54

Which of the following investigation techniques is the MOST time consuming?

- A. Activity sampling.

- B. Shadowing.
- C. Ethnographic study
- D. Questionnaires.

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

NEW QUESTION: 55

The term CATWOE provides a framework for defining and analysing business perspectives. In a project, which letter of CATWOE should be first understood by the business analyst?

- A. The Customer.
- B. The Actor
- C. The Owner.
- D. The Weltanschauung or world-view.

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

NEW QUESTION: 56

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

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

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

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

NEW QUESTION: 58

Every night at midnight a batch process is invoked to invoice all orders received that day. How will the time midnight be represented on a use case diagram?

- A. As an association.
- B. As a use case.
- C. As a system boundary.
- D. As an actor.

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

NEW QUESTION: 59

Why should requirements be SMART?

- A. To ensure that the requirement is well formed.
- B. To ensure that the requirement supports business objectives.
- C. To ensure that the requirement is graphically modelled.
- D. To ensure that the requirement is intelligently expressed.

Answer: ([SHOW ANSWER](#))

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