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QUESTION: 142
Which of the following statements is true?

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

Answer: D

QUESTION: 143
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 a and c are incorrect, statements b and d are correct.
B. Statements a and d are incorrect, statements b and c are correct
C. Statements b and c are incorrect, statements a and d are correct.
D. Statements c and d are incorrect, statements a and b are correct.

Answer: A

QUESTION: 144
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. An intangible cost.
B. A tangible benefit.
C. An intangible benefit.
D. A tangible cost.

Answer: C

QUESTION: 145
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. A mismatch between the capacities of related process steps.
C. An unnecessary step or steps in a sequence of process steps.
D. A number of related steps that are carried out by different actors.

Answer: B

QUESTION: 146
Which of the following diagrams explicitly shows the sequence of tasks?

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

Answer: A

QUESTION: 147
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

QUESTION: 148

Which of the following is an advantage to the host organisation of using an internal consultant to conduct a business analysis project?

A. They will have a broad business perspective.
B. They will be familiar with the host organisation.
C. They will only be paid when they are needed.
D. They will have a dispassionate view of the host organisation.

Answer: B

QUESTION: 149
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 a, b and c are correct, statement d is incorrect.
B. All four statements are correct.
C. Statements a and c are correct, statements b and d are incorrect.
D. Statements b and c are correct, statements a and d are incorrect.

Answer: A

QUESTION: 150
Which of the following statements about business activity models (BAM) is correct?

A. A BAM flowcharts the sequence of business events.
B. A BAM will show who carries out business activities.
C. A BAM is a model of the organisation s processes.
D. A BAM will be defined for each business perspective.

Answer: D

QUESTION: 151

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

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

Answer: D

QUESTION: 152
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.

Answer: C

QUESTION: 153
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 <<extend>> structure.

Answer: C

QUESTION: 154
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.

Answer: B

QUESTION: 155
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.

Answer: A

QUESTION: 156
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. Inbound logistics, outbound logistics, operations.
C. Procurement, technology development, human resource management.
D. Service, procurement, firm infrastructure.

Answer: C

QUESTION: 157
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 pays back in year 4 of the project.
B. The project does not pay back within the four year period.
C. The project pays back in year 2 of the project.
D. The project pays back in year 3 of the project.

Answer: B

QUESTION: 158
The required competencies of a business analyst are classified into three categories. Which of the following is one of these three categories?

A. Management Qualities.
B. Business Knowledge.
C. IT Skills
D. Project Skills.

Answer: B

QUESTION: 159
When should benefits realisation be carried out?

A. Immediately at the end of the project.
B. At the beginning of the project.
C. At the end of the finalised feasibility study.
D. Months or years after the end of the project.

Answer: D

QUESTION: 160

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

Answer: A

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