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QUESTION 1

What does a force-field analysis consider?

- A. Forces for and against business change.
- B. Forces in the competitive environment.
- C. The financial strength of the company.
- D. The power of external suppliers.

Correct Answer: A

QUESTION 2

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.

Correct Answer: B

QUESTION 3

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

Correct Answer: A

QUESTION 4

An analyst has asked a user to describe each step in a task as they perform it. Which of the following investigation techniques is the analyst using?

- A. Ethnographic study.
- B. Interviewing.
- C. Activity sampling.
- D. Protocol analysts.

Correct Answer: D

QUESTION 5

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

a, c, d and e.

Correct Answer: C

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