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QUESTION 1

Which of the following actions could sustain business change?

- A. Develop the coaching skills of selected staff members.
- B. Establish clear benefits for selected, powerful stakeholders.
- C. Retain the previous system and its associated processes.
- D. Ensure that improved staff performance is not rewarded.

Correct Answer: A

QUESTION 2

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

Correct Answer: C

QUESTION 3

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

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

Correct Answer: C

QUESTION 4

Which of the following BEST describes an ethnographic study?

- A. A study which uses prototype graphical screens to demonstrate a user requirement.

- B. A study of users in their workplace undertaking representative simulated scenarios.
- C. A study where the analyst spends an extended period of time in the target environment.
- D. A study which ensures that the needs of a wide range of ethnic groups are considered.

Correct Answer: C

QUESTION 5

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

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