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QUESTION 1

The V model is an example of which of the following?

- A. A business analysis process model.
- B. A systems development lifecycle.
- C. A concerns-based adoption model.
- D. A soft systems methodology.

Correct Answer: B

QUESTION 2

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.

Correct Answer: B

QUESTION 3

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.

Correct Answer: D

QUESTION 4

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.

Correct Answer: C

QUESTION 5

Which of the following models shows the driving and resisting forces of change?

A. Force field analysis.

B. Five forces model.

C. Power/impact grid.

D. Learning cycle.

Correct Answer: A

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