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QUESTION 1

What technique used during the manage business analysis performance process can help identify the underlying causes of failures or difficulties in accomplishing business analysis work?

- A. Problem tracking
- B. Pareto charts
- C. Trend analysis
- D. Root cause analysis

Correct Answer: D

QUESTION 2

A company is reconfiguring its business processes to improve the quality of its products and lower operational costs. This includes defining metrics that will be used to evaluate the effectiveness of future change strategy. Which of the following techniques achieves this goal?

- A. Business case
- B. Decision modelling
- C. Financial analysis
- D. Balanced scorecard

Correct Answer: D

QUESTION 3

A big construction company has grown into a group of 17 companies spread across the country. The rationale behind forming the group was to become more competitive in bidding for federal and regional government contracts. Another reason was to increase consolidated profitability by lowering the cost of materials and using combined assets more efficiently. Disjointed technological capabilities of the individual companies impede gathering the data needed to make decisions on both handling materials and allocating the resources.

What improvement opportunity does this represent?

- A. Create a business model canvas to outline business needs
- B. Deploy a new system across the companies
- C. Enhance access to the relevant information
- D. Develop a repository of information from each company

Correct Answer: C

QUESTION 4

The stakeholders are interested in ensuring that expected value is assessed prior to acceptance. To determine if the solution is providing expected value and ensure the accuracy of the measurements, the stakeholders and the business analyst (BA) determine that they need to measure:

- A. performance, trends, and variances
- B. benefits, penalties, and costs
- C. impacts, problems, and dependencies
- D. strategy, solution, and scope

Correct Answer: A

QUESTION 5

You are the business analyst for your organization. A customer has approached your organization and is requesting that your company create new software for them that will help them collect customer information.

In regard to enterprise analysis this business needs stems from which one of the following need generation approaches?

- A. Bottom-up
- B. External drivers
- C. Middle management
- D. Top-down

Correct Answer: B

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