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## QUESTION 1

A business analyst (BA) is defining relationships between business requirements and solution components. Which guideline will the BA use to accomplish this?

- A. Change Strategy
- B. Solution Scope
- C. Solution Objectives
- D. Domain Knowledge

Correct Answer: A

Change Strategy: describes the purpose and direction for changes, establishes the context for the change, and identifies the critical components for change.

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## QUESTION 2

A business analyst (BA) is creating a business process model (BPM) showing how the organization will handle errors reported on its website. The BA held a workshop with stakeholders about how the process might work. The BA was also given an instruction manual about a similar error-handling situation, but was advised that some minor aspects are not applicable to the new process. How can the BA use the manual?

- A. Ignore the manual's information when creating the BPM since it is about a different situation
- B. Identify the discrepancies in process between the manual and the workshop results and resolve these with stakeholders
- C. Create a new version of the manual based on the original
- D. Rely on the manual to create the BPM and ignore the interview results because no single stakeholder has the whole picture of the process

Correct Answer: B

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## QUESTION 3

During a lessons learned session, stakeholders had a heated discussion on the performance measures being employed and why they are necessary. The business analyst (BA) explained that performance measures are required to:

- A. evaluate whether the required return on investment is met.
- B. gather insights into the value provided by a solution.
- C. decide if similar projects should be taken up again.
- D. verify that organizational resources were spent wisely.

Correct Answer: B

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Process performance measures are parameters that are used to identify process improvement opportunities. Process performance measures are defined and deployed to ensure that processes are aligned to the business needs and strategic objectives of the organization. Process performance measures can address many aspects of a process including quality, time, cost, agility, efficiency, effectiveness, responsiveness, adaptability, flexibility, customer satisfaction, velocity, variability, visibility, variety, rework, and volume. Many of the process performance measures seek to measure the effectiveness and efficiency of the process as well as the degree to which the process goals are achieved.

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#### QUESTION 4

A recent survey shows that a newly implemented system has features that the users have never used. Upon reviewing the survey report, the Chief Executive Officer (CEO) highlighted that the company must avoid future implementations with functionality that does not provide any business value. What must the business analyst (BA) do to ensure future requirements meet a business need?

- A. Consider business relevance while tracing requirements
- B. Choose appropriate format to communicate requirements
- C. Ensure test scenarios align to business requirements
- D. Facilitate a focus group with users to get feedback

Correct Answer: A

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#### QUESTION 5

A business analyst (BA) is in the process of eliciting requirements. It has been determined that not all requirements can be implemented by the project deadline due to complexity. What must the BA do to ensure maximum benefit for the stakeholders?

- A. Ensure users are trained based on requirements
- B. Apply quality control on requirements
- C. Utilize requirements documentation template
- D. Maintain requirements based on priority

Correct Answer: D

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