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QUESTION 1

A business analyst (BA) is working on a set of tasks to establish a governance process for the project. The BA intends to identify who has authority and responsibility to propose changes, who should be involved in the change discussions, and how changes will be documented and communicated. Which of the following are the inputs that would help the BA complete the task?

- A. Business analysis approach and stakeholder engagement approach
- B. Governance approach and stakeholder engagement approach
- C. Governance approach and business analysis approach
- D. Stakeholder engagement approach and information management approach

Correct Answer: A

Reference:

BABOK v.3.0 ?IIBA ?A Guide to the Business Analysis Body of Knowledge ?International Institute of Business Analysis (2015) (Page 47)

QUESTION 2

A survey on a new system was conducted after the chief executive officer (CEO), who is also the project sponsor, expressed concerns about the uptake of the new system. The CEO is neither sure that the concerns are valid nor whether the survey was conclusive about the success of the project. The business analyst (BA) has been tasked to address the concerns expressed by the CEO and evaluate the results of the survey. What must the BA do to determine that the system is performing as intended and address the concerns of the CEO?

- A. Evaluate the new system against competitor applications
- B. Confirm the satisfaction of business requirements
- C. Conduct another survey to validate the original results
- D. Validate performance measures and alignment with KPIs

Correct Answer: D

QUESTION 3

As a candidate for CCBA, you should be able to recognize the activities associated with each knowledge area. Which of the following are business analysis planning and monitoring activities? Each correct answer represents a complete solution.

- A. Job shadowing
- B. Planning how requirements will be approached, traced, and prioritized

- C. Identifying stakeholders
- D. Defining and determining business analysis processes

Correct Answer: BCD

The most common business analysis planning and monitoring activities are. identifying stakeholders, defining roles and responsibilities of stakeholders in the business analysis effort, developing estimates for business analysis tasks, planning how the business analyst will communicate with stakeholders, planning how requirements will be approached, traced, and prioritized, determining the deliverables that the business analyst will produce, defining and determining business analysis processes, and determining the metrics that will be used for monitoring business analysis work.

Answer: A is incorrect. Job shadowing is an elicitation process that is a part of job observation. In this process, the observer is required to keep an eye on those workers whose work routine is down and who are unable to explain their work. The observer has to understand their work process for better assessment of the modifications of the work required. The following are the approaches for this technique: Passive/Invisible. In this approach, the observer does not ask questions from the user about his work while the user is working. Active/Visible. In this approach, the observer does ask questions from the user about his work even when the user is working.

QUESTION 4

A business analyst (BA) is assessing risks on a project addressing the implementation of a new web portal. Which of the following would the BA classify as a project risk?

- A. Customer service ratings will increase with the new system
- B. Current infrastructure may not support increased performance
- C. Expenditures are currently below budgeted estimates
- D. Support calls will increase if the change is not performed

Correct Answer: B

QUESTION 5

All of the following statements are true regarding a brainstorming session during requirements elicitation except for which one?

- A. All ideas should be visibly recorded.
- B. The number of ideas should not be limited.
- C. The ideas should be generated with a cost or time estimate.
- D. All ideas should be shared without any discussion, criticism, or evaluation.

Correct Answer: C

During a brainstorming session, there is not a time or cost estimate consideration; the participants should generate as many ideas as possible.

Answer: A is incorrect. This is a true statement; all ideas should be visibly recorded.

Answer: D is incorrect. This is a true statement; all ideas should be shared without any discussion, criticism, or evaluation.

Answer: B is incorrect. This is a true statement; the number of ideas should not be limited.

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