

# BH0-013<sup>Q&As</sup>

Foundation Certificate in Business Analysis

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## QUESTION 1

Which of the following terms may be used to describe the attitude of a stakeholder who is NOT in favour of the project but is probably not actively opposed to it?

- A. Opponent.
- B. Neutral.
- C. Critic.
- D. Blocker.

Correct Answer: C

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## QUESTION 2

Every night at midnight a batch process is invoked to invoice all orders received that day. How will the time midnight be represented on a use case diagram?

- A. As a use case.
- B. As an association.
- C. As an actor.
- D. As a system boundary.

Correct Answer: C

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## QUESTION 3

When undertaking business system modelling how many Business Activity Models\ (BAM\)'s are initially produced?

- A. One for each system under consideration.
- B. One for each CATWOE.
- C. One for each Actor.
- D. One to reflect the perspective of the Owner.

Correct Answer: B

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## QUESTION 4

A process model has been produced which includes diamond-shaped symbols. What does this diamond-shaped symbol represent in the model?

- A. A document.
- B. An event.
- C. A manual process.
- D. A decision.

Correct Answer: D

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## QUESTION 5

Which of the following options only includes workshop discovery techniques?

- A. Brainstorming, brainwriting, mind maps.
- B. Round robin, post-it exercise, brainstorming.
- C. Rich pictures, mind maps, task scenarios.
- D. Stepwise refinement, context diagrams, process models.

Correct Answer: B

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## QUESTION 6

What are business case development, subject matter expertise and procurement all examples of?

- A. Behavioural skill competencies required by business analysts.
- B. Business knowledge competencies required by business analysts.
- C. Technique competencies required by business analysts.
- D. Personal knowledge competencies required by business analysts.

Correct Answer: B

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## QUESTION 7

Which of the following is an advantage to the host organisation of using an internal consultant to conduct a business analysis project?

- A. They will have a broad business perspective.
- B. They will be familiar with the host organisation.
- C. They will only be paid when they are needed.
- D. They will have a dispassionate view of the host organisation.

Correct Answer: B

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## QUESTION 8

Which of the following techniques can be used to pull together the results of an analysis of the external and internal business environment of an organisation?

- A. SWOT analysis.
- B. Resource audit.
- C. Five-forces model.
- D. Balanced business scorecard.

Correct Answer: A

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## QUESTION 9

An analyst is defining the requirements for an online booking system and wishes to show the business managers the look and feel of the system in order to elicit usability requirements. What investigation technique should the analyst use?

- A. Workshops.
- B. Interviewing.
- C. Ethnographic study
- D. Prototyping.

Correct Answer: D

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## QUESTION 10

The table below shows the costs and savings associated with a project. In which of the following years does the project break even?

	Year1	Year2	Year3	Year4	Year5
Software purchase cost	45000				
Software maintenance cost	5000	5000	5000	5000	5000
Staff savings	8000	8000	8000	8000	8000
Other savings	7000	7000	7000	7000	7000

- A. Year 4.
- B. Year 5.
- C. Year 3.
- D. The project does not break even.

Correct Answer: B

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#### QUESTION 11

Which of the following statements about change and change management is correct?

- A. Change management should be considered right from the start of the project.
- B. Change management should first be considered in the design stage of the project.
- C. The management of change is the sole responsibility of the project manager.
- D. Social and cultural factors have little influence on the success of implementing changes.

Correct Answer: A

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#### QUESTION 12

Cars, trucks and motorbikes are all types of vehicle. What structure could be used on a class model to model this?

- A. Generalisation
- B. Association class
- C. Exclusivity relationship
- D. The construct

Correct Answer: A

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## QUESTION 13

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

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## QUESTION 14

A business analyst wishes to show that a company wants to store information about different types of product. Some attributes are common to every product (for example; product name) but other attributes only apply to certain product types. For example, product material only applies to accessory products. Which of the following constructs could the business analyst use to represent this on a class model?

- A. An association class.
- B. A many-to-many multiplicity.
- C. A generalisation structure.
- D. An structure.

Correct Answer: C

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## QUESTION 15

It is claimed that a new system will bring improved job satisfaction to employees. How should this improved job satisfaction be classified?

- A. As a tangible benefit.
- B. As an intangible cost.
- C. As a tangible cost.

D. As an intangible benefit.

Correct Answer: D

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