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QUESTION 1

Which of the following is a primary activity in the value chain?

- A. Procurement.
- B. Firm infrastructure.
- C. Service.
- D. Technology development.

Correct Answer: C

QUESTION 2

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

QUESTION 3

Which of the following is an example of Individual Tacit Knowledge?

- A. Culture.
- B. Process.
- C. Norms.
- D. Intuition.

Correct Answer: D

QUESTION 4

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

QUESTION 5

What stage of the V model provides the test criteria for user acceptance testing?

- A. The business needs.
- B. The requirements.
- C. The designed solution.
- D. The developed solution.

Correct Answer: B

QUESTION 6

Which of the following is considered by the Boston Box?

- A. Power/influence.
- B. Impact.
- C. Market share.
- D. Gross profit.

Correct Answer: C

QUESTION 7

The change curve shows the range of emotions experienced by people when facing change. One of the axes on the graph is Time; what is the other axis?

- A. Fear.
- B. Self-esteem.
- C. Anger.
- D. Shock.

Correct Answer: B

QUESTION 8

A system must hold the price of every product sold by the company. Which of the following is the price likely to be?

- A. An attribute.
- B. An entity.
- C. An object.
- D. A use case.

Correct Answer: A

QUESTION 9

Which of the following techniques is used to focus solely on the external influences on an organisation?

- A. SWOT.
- B. PESTLE.
- C. CATWOE.
- D. MOST.

Correct Answer: B

QUESTION 10

It is unclear to a project sponsor why a particular requirement has been included in a recently released version of a system. Which of the following will allow him to identify who originally asked for the requirement?

- A. The validation of the requirement.
- B. The source of the requirement.
- C. The resolution of the requirement.
- D. The justification of the requirement.

Correct Answer: B

QUESTION 11

When undertaking business system modelling how many Business Activity Models (BAMs) 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

QUESTION 12

Business rules define how actions are to be performed. Under which of the following headings are business rules considered?

- A. Explicit or implicit management statements,
- B. Statutory and internal policies.
- C. Constraints and operational guidance.
- D. Negotiable and non-negotiable limitations.

Correct Answer: C

QUESTION 13

The requirements catalogue documents the business user or users who requested the requirement. Which heading in the requirements catalogue template would this information be recorded?

- A. Owner.
- B. Justification.
- C. Author.
- D. Source.

Correct Answer: D

QUESTION 14

Which of the following diagrams explicitly shows the sequence of tasks?

- A. A swim-lane diagram.
- B. A use case diagram.
- C. A business activity model.
- D. A class model.

Correct Answer: A

QUESTION 15

The following is a list of statements concerning investigation techniques.

a.

Questionnaires are an effective way of developing rapport with the business users.

b.

Workshops are an effective way of obtaining user buy-in and acceptance.

c.

Protocol analysis involves following a user for a period to find out what they do.

d.

Scenarios can be used as an effective basis for the development of prototypes.

Which of the following is correct?

A. Statements a and c are incorrect, statements b and d are correct.

B. Statements a and d are incorrect, statements b and c are correct

C. Statements b and c are incorrect, statements a and d are correct.

D. Statements c and d are incorrect, statements a and b are correct.

Correct Answer: A

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