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QUESTION 1

Which of the following diagrams helps the business analyst to document a range of issues that have been uncovered about a business situation?

- A. The rich picture.
- B. The 'to be' process model.
- C. The business activity model.
- D. The use case diagram.

Correct Answer: A

QUESTION 2

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 3

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

QUESTION 4

A project reporting system stores information about Employees. How would an Employee be represented in an entity-relationship diagram?

- A. As an Actor.
- B. As an Attribute.
- C. As an Entity.
- D. As a Relationship.

Correct Answer: C

QUESTION 5

Which of the following approaches is the variation of the Waterfall lifecycle that shows explicitly the link between the analysis stages and the testing stages?

- A. V model.
- B. Spiral model.
- C. Unified process.
- D. Workflow model.

Correct Answer: A

QUESTION 6

Given the cashflows below, which of the following is correct?

Item	Year 1	Year 2	Year 3	Year 4
Hardware cost	100,000			
Software cost	50,000	10,000	10,000	10,000
Maintenance cost	10,000	10,000	10,000	10,000
Savings	50,000	50,000	50,000	50,000

- A. The project pays back in year 4 of the project.
- B. The project does not pay back within the four year period.
- C. The project pays back in year 2 of the project.
- D. The project pays back in year 3 of the project.

Correct Answer: B

QUESTION 7

An analyst investigating a finance system wishes to build rapport with individual stakeholders and investigate in detail each stakeholder's views. Which of the following techniques should the analyst use?

- A. Questionnaires.
- B. Interviewing.
- C. Special purpose records.
- D. Document analysis.

Correct Answer: B

QUESTION 8

When undertaking a CATWOE analysis, which sequence should the first four letters be considered in?

- A. W, T, C, A
- B. T, W, C, A
- C. W, C, T, A
- D. T, A, W, C

Correct Answer: A

QUESTION 9

Which category of activities should be identified first when developing a 'Business Activity Model' (BAM)?

- A. Enabling.
- B. Planning.
- C. Doing.
- D. Monitoring.

Correct Answer: C

QUESTION 10

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

QUESTION 11

There is a requirement for an employee to enter time worked details into a computerised project reporting system. If this requirement was drawn on a use case diagram, which of the following would be correct?

A. Employee would be the boundary, time details an actor.

B. Project reporting system would be an actor, employee a use case.

C. The computer system would be the boundary, the project reporting system a use case.

D. Enter time details would be a use case, employee an actor.

Correct Answer: D

QUESTION 12

Which of the following actions could sustain business change?

A. Develop the coaching skills of selected staff members.

B. Establish clear benefits for selected, powerful stakeholders.

C. Retain the previous system and its associated processes.

D. Ensure that improved staff performance is not rewarded.

Correct Answer: A

QUESTION 13

"The system should allow a user to enter customer details and select appropriate customers for a mailshot". What is wrong with this requirement?

A. It consists of two requirements which should be separately defined.

B. It contains the word "should" which must not be used in a requirement.

C. It should be specific about the user it refers to.

D. It should not contain the word "system" in the requirement.

Correct Answer: A

QUESTION 14

Which of the following statements about business activity models (BAM) is correct?

- A. A BAM flowcharts the sequence of business events.
- B. A BAM will show who carries out business activities.
- C. A BAM is a model of the organisation s processes.
- D. A BAM will be defined for each business perspective.

Correct Answer: D

QUESTION 15

Which of the following is likely to be shown as a process in a swim-lane diagram of a library book borrowing system?

- A. Book.
- B. Librarian.
- C. Borrowing Limit.
- D. Borrow book.

Correct Answer: D

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