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QUESTION 1

Which of the following statements about outsourcing of systems development is correct?

- A. It has meant that it is no longer necessary for analysts to define rigorous, accurate and complete user requirements.
- B. It has eliminated the need for effective contract management between the customer and the supplier of the outsourcing.
- C. It has been a significant catalyst in organisations for the development of a business analysis function.
- D. It has meant that the programming of solutions is usually undertaken in countries where labour costs are high.

Correct Answer: C

QUESTION 2

When running workshops it is useful to have someone with a role that includes specific responsibility for keeping attendees focused on achieving the objective of the workshop. Which of the following terms describes this role?

- A. The arbitrator.
- B. The scribe.
- C. The stakeholder.
- D. The facilitator.

Correct Answer: D

QUESTION 3

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 4

What is the MoSCoW principle used for?

- A. To analyse stakeholders.

- B. To determine strategy.
- C. To define a root definition.
- D. To prioritise requirements.

Correct Answer: D

QUESTION 5

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

QUESTION 6

The V model is an example of which of the following?

- A. A business analysis process model.
- B. A systems development lifecycle.
- C. A concerns-based adoption model.
- D. A soft systems methodology.

Correct Answer: B

QUESTION 7

Description, impact assessment, probability and countermeasures are usually recorded for which of the following?

- A. Requirements.
- B. Risks.
- C. Stakeholders.
- D. Key Performance Indicators.

Correct Answer: B

QUESTION 8

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

QUESTION 9

Which of the following statements is TRUE?

- A. Improving the business process is concerned with removing problems identified in the AS-IS process.
- B. Introducing bottlenecks is an important principle of business process re-design.
- C. It is not permissible to show decision diamonds on a swim-lane diagram.
- D. Processes cannot be improved by changing the sequence of activities alone.

Correct Answer: A

QUESTION 10

Which of the following requirements elicitation techniques is ineffective at defining the future requirements of a system?

- A. Workshops.
- B. Prototyping,
- C. Scenario analysis.
- D. Shadowing.

Correct Answer: D

QUESTION 11

Which of the following is NOT one of the perspectives considered by the Balanced Business Scorecard?

- A. Competition.
- B. Customer.

C. Learning and Growth.

D. Financial.

Correct Answer: A

QUESTION 12

The Boston Box may be used to analyse the portfolio of businesses owned by an organisation. Which of the following animals does it use in its term for businesses that have low market share in a market with low growth?

A. Cow.

B. Cat.

C. Dog.

D. Goat.

Correct Answer: C

QUESTION 13

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

QUESTION 14

One of Porter's five forces explicitly considers industry competitors. Which of the following is the Key Focus of this force?

A. A Competitor's external marketing campaign.

B. The products offered by Competitors.

C. Rivalry among existing Competitors.

D. The market share of known Competitors.

Correct Answer: C

QUESTION 15

Which of the following types of activity help identify the KPI's of an organisation?

- A. The doing activities.
- B. The monitoring activities.
- C. The control activities.
- D. The planning activities.

Correct Answer: D

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