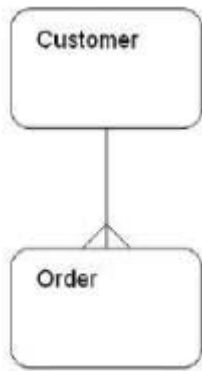


Question: 1

The entity relationship model below shows the relationship between Customer and Order. Which of the following business rules is correct?



- A. An order may be placed by many customers.
- B. A customer may place many orders.
- C. A customer may never place an order.
- D. An order need not be placed by a customer.

Answer: B

Question: 2

What is the business analyst doing when he or she compares the BAM with the current business situation?

- A. Conceptual modelling.
- B. Analysing perspective.
- C. Gap analysis.
- D. Defining CATVVOE.

Answer: C

Question: 3

An IT department needs to upgrade its hardware to run the new version of an established operating system. The cost of this required upgrade is \$2 million. As an alternative, the IT director has suggested that the company should change to a completely different operating system. Although this will cost \$6 million, the change will bring many other benefits, including cheaper maintenance costs and increased security. What is the avoided cost in his proposal?

- A. \$2 million.
- B. \$4 million.
- C. \$6 million.
- D. \$8 million.

Answer: A

Question: 4

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.

Answer: A

Question: 5

As part of an investigation a Business Analyst has devised a form for users of an existing system to use to keep track of the tasks they undertake during their working day. Which of the following describes this investigation technique?

- A. Special purpose records,
- B. Scenario analysis.
- C. Questionnaires.
- D. Activity sampling.

Answer: A

Question: 6

On a class diagram, what do the multiplicities represent?

- A. The number of attributes held within each class.
- B. The minimum and maximum number of operations in each class.
- C. The minimum and maximum number of objects in each class.
- D. The business rules for an association between two classes.

Answer: D

Question: 7

A well formed requirement is said to comply with which of the following acronyms?

- A. MOSCOW.
- B. SMART.
- C. OSCAR.
- D. MOST.

Answer: B

Question: 8

Which stage in the waterfall model is considered as several separate stages in the V model?

- A. Development.
- B. Analysis.
- C. Testing.
- D. Design.

Answer: C

Question: 9

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.

Answer: C

Question: 10

It has been suggested that five clerical posts can be abolished when a new computer system is implemented. Under which category of costs or benefits will this be recorded?

- A. Tangible costs.
- B. Tangible benefits.
- C. Intangible costs.
- D. Intangible benefits.

Answer: B

Question: 11

During which stage of the Business Analysis Process Model would a gap analysis be carried out?

- A. Define requirements.
- B. Analyse needs.
- C. Evaluate the options.
- D. Investigate situation.

Answer: B

Question: 12

A stakeholder has been classified as 'some' on both the power/influence and interest axes of a power/interest grid. Which of the following would be an appropriate way of managing this stakeholder?

- A. Keep on side.
- B. Keep watching.
- C. Keep informed.
- D. Keep satisfied.

Answer: A

Question: 13

What is the first stage of the waterfall systems development lifecycle?

- A. Plan.
- B. Analysis.
- C. Feasibility Study.
- D. Strategic Vision.

Answer: C

Question: 14

Different reactions may be observed when a change to working methods is proposed. These reactions include:

- a. Enthusiasm for the change.
- b. Fear of the change.
- c. Reduced performance on the job.
- d. Reluctant acceptance of the change.

Which of the following represents the typical sequence of these four reactions?

- A. b, d, c and a.
- B. a, b, c and d.
- C. b, c, d and a.
- D. a, b, d and c.

Answer: C

Question: 15

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.

Answer: C