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QUESTION 1

Which ONE model is used for planning the training the support that people need as they adapt to change?

- A. The Concerns-Based Adoption Model.
- B. The Corporate Training Plan.
- C. The Capability Maturity Model.
- D. The Change Control Process Model.

Correct Answer: A

QUESTION 2

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 3

One of the claimed advantages of buying a software package is that it is possible to predict future maintenance costs with some certainty. How would these costs be classified in a cost-benefit analysis?

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

Correct Answer: C

QUESTION 4

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 5

Who should be defined as the owner of a risk?

- A. The person who documented the risk in the risk register.
- B. The person who identified the risk in the initial requirements analysis.
- C. The person responsible for defining the probability of the risk.
- D. The person best placed to take the necessary counter-measures to the risk.

Correct Answer: D

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