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QUESTION 1

A software house is developing a software package specifically for hotel management. A business analyst has been employed because of her familiarity with the hotel industry. Which of the following competencies has she been employed to bring to the project?

- A. Domain knowledge.
- B. Problem solving.
- C. Team leadership.
- D. Project management.

Correct Answer: A

QUESTION 2

An analyst investigating a sales system wishes to ask questions about how a customer order form is completed in the current system. What investigation technique is the analyst using?

- A. Activity sampling.
- B. Protocol analysis.
- C. Document analysis
- D. Structured observation.

Correct Answer: C

QUESTION 3

"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 4

An airline wishes to assess the punctuality of its flights. What type of business activity would do this?

- A. An enabling activity.
- B. A controlling activity.
- C. A planning activity.
- D. A monitoring activity.

Correct Answer: D

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.

Correct Answer: A

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