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QUESTION 1

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 2

As part of an investigation, a business analyst has asked a business user to keep track of the actual tasks they carry out over a period of time. What is this investigation technique called?

A. Shadowing.

B. Prototyping.

C. Special purpose records.

D. Activitysampling.

Correct Answer: C

QUESTION 3

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 4

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The required competencies of a business analyst are classified into three categories. Which of the following is one of these three categories?

A. Management Qualities.

B. Business Knowledge.

C. IT Skills.

D. Project Skills.

Correct Answer: B

QUESTION 5

The table below shows the costs and savings associated with a project. In which of the following years does the project break even?

Item	Year 0	Year 1	Year 2	Year 3	Year 4
Hardware	£250,000	£0	£0	£0	£0
Software Acquisition	£75,000	£0	£0	£0	£0
Maintenance	£10,000	£11,000	£12000	£13,000	£14,000
User Training	£5,000	£0	£0	£0	£0
Savings	£40,000	£100,000	£100,000	£100,000	£100,000

A. Year 2.

B. Year 3.

C. Year 4.

D. The project does not pay back within the four year period.

Correct Answer: C