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QUESTION 1

Which of the following models might include the documentation of scenarios?

- A. A class model.
- B. A business activity model.
- C. A use case model.
- D. A corporate data model.

Correct Answer: C

QUESTION 2

When are workshops especially valuable?

- A. When suitably sized rooms are available.
- B. When all stakeholders are agreed on the way forward.
- C. When a geographically dispersed set of users needs to be consulted.
- D. When time and budget are constrained.

Correct Answer: D

QUESTION 3

It is claimed that a new system will bring improved job satisfaction to employees. How should this improved job satisfaction be classified?

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

Correct Answer: D

QUESTION 4

When is the self-esteem of individuals affected by a change process usually at its lowest?

- A. At the end of the change process.

- B. At the start of the change process.
- C. At all points during the change process.
- D. In the middle phase of the change process.

Correct Answer: D

QUESTION 5

An organisation called Quality Signs\\ makes display signs for commercial customers. Which of the following are MOST likely to be the Actors in a CATWOE analysis?

- A. The Managing Director of Quality Signs.
- B. The sign makers of Quality Signs.
- C. The competitors of Quality Signs.
- D. The customers of Quality Signs.

Correct Answer: B

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