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QUESTION 1

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 2

What stage immediately precedes testing in the waterfall lifecycle?

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

Correct Answer: B

QUESTION 3

Which of the following models shows the driving and resisting forces of change?

- A. Force field analysis.
- B. Five forces model.
- C. Power/impact grid.
- D. Learning cycle.

Correct Answer: A



QUESTION 4

What is stage 0 (zero) of the concerns-based adoption model?

- A. Shock.
- B. Definition.
- C. Initial change.
- D. Awareness.

Correct Answer: D

QUESTION 5

Which of the following only includes explicit corporate knowledge?

- A. Skills, values, communities of practice.
- B. Job descriptions, tasks, targets.
- C. Culture, norms, historical data.
- D. Style guides, procedures, processes.

Correct Answer: D

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