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**QUESTION 1**

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 2

The following is a list of statements about stakeholders and stakeholder management.

a.

A customer can be considered as a stakeholder in a project.

b.

A supplier can be considered as a stakeholder in a project.

c.

Stakeholders' positions do not remain static during the life of the project.

d.

Communication must not be tailored to each stakeholder in the project.

Which of the following is correct?

- A. Statements a, b and c are correct, statement d is incorrect.
- B. All four statements are correct.
- C. Statements a and c are correct, statements b and d are incorrect.
- D. Statements b and c are correct, statements a and d are incorrect.

Correct Answer: A

QUESTION 3



Which of the following statements is true?

- A. Shadowing is an effective way of preparing test scripts for user acceptance.
- B. Rich pictures and mind maps are used to document the requirements for the IT system.
- C. Interviews are effective in building a consensus view and securing agreement from a diverse group.
- D. Ethnographic Studies are concerned with the long term observation of the business environment.

Correct Answer: D

QUESTION 4

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 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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