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QUESTION 1

Which of the following BEST describes the cause of a bottleneck in a business process?

- A. A step where one actor passes the process to another actor.
- B. A mismatch between the capacities of related process steps.
- C. An unnecessary step or steps in a sequence of process steps.
- D. A number of related steps that are carried out by different actors.

Correct Answer: B

QUESTION 2

Which of the following is NOT an example of a generic stakeholder group?

- A. Regulators.
- B. Competitors.
- C. Testers.
- D. Employees.

Correct Answer: C

QUESTION 3

What occurs at handoffs when two actors do not synchronize their work?

- A. Errors.
- B. Queues.
- C. Functions.
- D. Decisions.

Correct Answer: B

QUESTION 4

A company holds information about 1000 customers. It receives, on average, 50 orders per day. Each order must be placed by only one customer. Customers must have placed at least one order but may place several. An analyst has shown an association between the classes Customer and Order. What multiplicities should she show at the Order end of this association?



- A. 0 .. *.
- B. 1..*.
- C. 0 .. 50.
- D. 1..1000.

Correct Answer: B

QUESTION 5

Which of the following statements about outsourcing of systems development is correct?

- A. It has meant that it is no longer necessary for analysts to define rigorous, accurate and complete user requirements.
- B. It has eliminated the need for effective contract management between the customer and the supplier of the outsourcing.
- C. It has been a significant catalyst in organizations for the development of a business analysis function.
- D. It has meant that the programming of solutions is usually undertaken in countries where labour costs are high.

Correct Answer: C

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