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QUESTION 1

Which of the following diagrams helps the business analyst to document a range of issues that have been uncovered about a business situation?

- A. The rich picture.
- B. The 'to be' process model.
- C. The business activity model.
- D. The use case diagram.

Correct Answer: A

QUESTION 2

Which of the following would BEST be managed with the "keep satisfied" stakeholder management strategy?

- A. Those with high power/influence and no interest in the project.
- B. Those with high power/influence and some interest in the project.
- C. Those with some power/influence and high interest in the project.
- D. Those with some power/influence and some interest in the project.

Correct Answer: B

QUESTION 3

Which of the following investigation techniques involves following a user for one or two days in order to find out what a particular job entails?

- A. Scenario analysis.
- B. Protocol analysis.
- C. Shadowing.
- D. Activity sampling.

Correct Answer: C

QUESTION 4

The V model is an example of which of the following?

- A. A business analysis process model.



- B. A systems development lifecycle.
- C. A concerns-based adoption model.
- D. A soft systems methodology.

Correct Answer: B

QUESTION 5

Which of the following statements about a BAM is correct?

- A. The BAM is concerned with who carries out the activities.
- B. The BAM is concerned with where activities are carried out.
- C. There will be one BAM for each business perspective.
- D. The BAM is an AS-IS model of the real world.

Correct Answer: C

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