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**QUESTION 1**

Which of the following is a flowchart that shows all the processes and the interfaces that interact with the project processes?

- A. Process configuration
- B. Pareto chart
- C. Control chart
- D. Quality baseline
- E. RACI chart

Correct Answer: A

QUESTION 2

A national branch of a global company is struggling to improve business processes of its Public and Government Affairs (PGA) department. To work with external stakeholders effectively, PGA employees need to collect, manage, and exchange a vast amount of information. Complex cases involve collaboration of many employees from different departments. The ability to share information and to coordinate corresponding activities is crucial for the company's growth plans. Their current tools and practices do not serve the purpose well. The existing system, which was deployed a couple of years ago, has only a few active users. The majority of PGA employees avoid using it because the system is hard to use and lacks needed functionality. Consequently, available information is mostly unstructured and stored either locally or on a shared network drive. Some of the information exists only in a paper form.

The branch's PGA head, who sponsors the project, wants to implement a configurable solution that two other branches successfully deployed several months ago. Both deployments were done by three solution consultants, who will be available to assist in the project. They will be responsible for tailoring the solution to PGA needs, as well as for training the PGA staff. With their help, the sponsor plans to complete the project in approximately three months.

The solution consultants reside in another country 7 hours ahead of the rest of the project team. They will be available part-time, but are planning two one-week long trips to the PGA central office to conduct initial training and to participate in the final deployment of the system into production. The consultants, in turn, expect a business analyst (BA) to assist in collecting necessary data and defining customization requirements.

The solution consultants have composed a spreadsheet with all requirements that are already implemented in the solution. The requirements in the catalog are organized partially by user tasks and partially by system features. The branch has distinct definitions of PGA user roles and uses a different approach to structuring requirements specifications.

How should the BA organize the customization requirements?

- A. Devise a structure that best fits the branch's definition of user roles
- B. Explore and apply best practices for specifying this type of requirements
- C. Reuse the structure of the solution consultants' requirements catalog
- D. Use the structure of requirements suggested by the corporate standard



Correct Answer: A

QUESTION 3

Which of the following is NOT a component of an entity relationship diagram?

- A. Attributes
- B. Relationships
- C. Forks
- D. Entities

Correct Answer: C

QUESTION 4

Which conduct stakeholder analysis technique identifies stakeholder roles that may serve as a useful starting point for identifying actors and roles?

- A. Scope modeling
- B. Requirements workshops
- C. Scenario and uses cases and user stories
- D. Interviews

Correct Answer: C

QUESTION 5

A business analyst (BA) is assigned to a project which has two main stakeholders: a highly regulated government agency and a less formal private company. To select the business analysis approach, the BA will conduct a meeting with representatives from each entity to decide on the level of formality needed for requirements and design specifications. During the meeting, what should the BA's strategy be?

- A. Develop consensus on a tailored approach for formality
- B. Use a formal approach to appeal to the government entity's higher authority
- C. Ask the government entity to accept a flexible collaborative approach
- D. Employ the standard business analysis level of formality

Correct Answer: D
