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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

It has been suggested that five clerical posts can be abolished when a new computer system is implemented. Under which category of costs or benefits will this be recorded?

- A. Tangible costs.
- B. Tangible benefits.
- C. Intangible costs.
- D. Intangible benefits.

Correct Answer: B

QUESTION 3

In which stage of the requirements engineering process are requirements checked to see whether they are well formed and SMART?

- A. Requirements management.
- B. Requirements documentation.
- C. Requirements analysis.
- D. Requirements elicitation.

Correct Answer: C

QUESTION 4

A use case Place Order must always invoke a related use case Check Credit. How is the association between the two use cases shown?



- A. By a solid line with no arrowhead or stereotype.
- B. By a broken, arrowed line stereotyped with the word .
- C. By a broken, arrowed line stereotyped with the word >.
- D. By a broken, arrowed line stereotyped with the word .

Correct Answer: D

QUESTION 5

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

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

Correct Answer: C

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