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QUESTION 1

When running workshops it is useful to have someone with a role that includes specific responsibility for keeping attendees focused on achieving the objective of the workshop. Which of the following terms describes this role?

- A. The arbitrator.
- B. The scribe.
- C. The stakeholder.
- D. The facilitator.

Correct Answer: D

QUESTION 2

One of the claimed advantages of buying a software package is that it is possible to predict future maintenance costs with some certainty. How would these costs be classified in a cost- benefit analysis?

- A. As an intangible cost.
- B. As a tangible benefit.
- C. As a tangible cost.
- D. As an intangible benefit.

Correct Answer: C

QUESTION 3

Which of the following investigation techniques is the MOST time consuming?

- A. Questionnaires.
- B. Ethnographic study.
- C. Shadowing.
- D. Activity sampling.

Correct Answer: B

QUESTION 4

Which of the following is an advantage to the host organisation of using an internal consultant to conduct a business analysis project?



- A. They will have a broad business perspective.
- B. They will be familiar with the host organisation.
- C. They will only be paid when they are needed.
- D. They will have a dispassionate view of the host organisation.

Correct Answer: B

QUESTION 5

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

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