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**QUESTION 1**

A business case for a project claims that the new system will provide managers with more time to think creatively about strategic issues. What would this be classified as in a cost- benefit analysis?

- A. An intangible cost.
- B. A tangible benefit.
- C. An intangible benefit.
- D. A tangible cost.

Correct Answer: C

QUESTION 2

Which of the following is an example of Individual Tacit Knowledge?

- A. Culture.
- B. Process.
- C. Norms.
- D. Intuition.

Correct Answer: D

QUESTION 3

An analyst is defining the requirements for an online booking system and wishes to show the business managers the look and feel of the system in order to elicit usability requirements. What investigation technique should the analyst use?

- A. Workshops.
- B. Interviewing.
- C. Ethnographic study
- D. Prototyping.

Correct Answer: D

QUESTION 4

Which of the following is likely to be shown as a process in a swim-lane diagram of a library book borrowing system?



- A. Book.
- B. Librarian.
- C. Borrowing Limit.
- D. Borrow book.

Correct Answer: D

QUESTION 5

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

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