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**QUESTION 1**

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 2

Different reactions may be observed when a change to working methods is proposed. These reactions include:

- a.
Enthusiasm for the change.
- b. Fear of the change.
- c.
Reduced performance on the job.
- d.
Reluctant acceptance of the change.

Which of the following represents the typical sequence of these four reactions?

- A. b, d, c and a.
- B. a, b, c and d.
- C. b, c, d and a.
- D. a, b, d and c.

Correct Answer: C

QUESTION 3

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 4

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 5

The Business Activity Model shows the doing activities of a business system. Which element of CATWOE do these activities relate to?

- A. Transformation.
- B. Actors.
- C. Environment.
- D. Owner.

Correct Answer: A

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