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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

During a workshop, it is useful to ask participants to come up with ideas which are listed for later evaluation. What is this technique called?

- A. Round Robin.
- B. Brainstorming.
- C. Mind Mapping.
- D. Mess Finding.

Correct Answer: B

QUESTION 3

Which of the following describes a \"rich picture\"?

- A. An organisation chart showing the most important stakeholders.
- B. A swim-lane diagram highlighting the most costly processes.
- C. A free-format drawing of a business situation under investigation.
- D. A UML class diagram showing both attributes and operations.

Correct Answer: C

QUESTION 4

It is claimed that a new system will bring improved job satisfaction to employees. How should this improved job satisfaction be classified?



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

Correct Answer: D

QUESTION 5

Which of the following BEST describes the term value proposition?

- A. The net present value of a proposed project.
- B. The value that a product or service offers to customers.
- C. The proposed value of benefits in a cost-benefit analysis.
- D. The value of the Internal Rate of Return of a project.

Correct Answer: B

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