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### QUESTION 1

What does a force-field analysis consider?

- A. Forces for and against business change.
- B. Forces in the competitive environment.
- C. The financial strength of the company.
- D. The power of external suppliers.

Correct Answer: A

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### QUESTION 2

As part of an investigation, a business analyst has asked a business user to keep track of the actual tasks they carry out over a period of time. What is this investigation technique called?

- A. Shadowing.
- B. Prototyping.
- C. Special purpose records.
- D. Activity sampling.

Correct Answer: C

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### QUESTION 3

Which of the following are steps in the Isaksen and Treffinger's creative problem solving model?

- a.  
Mess Finding.
- b.  
Data Modelling.
- c.  
Process Finding.
- d.  
Problem Finding.
- e.



Solution Finding.

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

Correct Answer: C

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#### QUESTION 4

What do the arrow headed lines between activities represent on a business activity model?

- A. Activity sequence
- B. Logical dependency.
- C. Functional optionality.
- D. Flow of data.

Correct Answer: B

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#### QUESTION 5

The term 'happy day' is often used in the context of which of the following investigation techniques?

- A. Protocol analysis.
- B. Scenarios.
- C. Activity Sampling.
- D. Document analysis.

Correct Answer: B