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QUESTION 1

Which answer would you describe about each stakeholder?

- A. Justification.
- B. Attitude.
- C. Owner.
- D. Resolution.

Correct Answer: B

QUESTION 2

Which of the following techniques is used to focus solely on the external influences on an organisation?

- A. SWOT.
- B. PESTLE.
- C. CATWOE.
- D. MOST.

Correct Answer: B

QUESTION 3

Which of the following is a primary activity in the value chain?

- A. Procurement.
- B. Firm infrastructure.
- C. Service.
- D. Technology development.

Correct Answer: C

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

Which of the following statements is TRUE?

- A. The IRR of every project is based on it achieving a Net Present Value of zero.
- B. It is preferable for the calculated IRR of a project to be below bank interest rates,
- C. Discounted cash flows do not usually take into account the time value of money.
- D. When comparing two projects, the one with the lower NPV should be preferred.

Correct Answer: A

QUESTION 6

What is the business analyst doing when he or she compares the BAM with the current business situation?

- A. Conceptual modelling.
- B. Analysing perspective.
- C. Gap analysis.
- D. Defining CATVVOE.

Correct Answer: C

QUESTION 7

An airline wishes to assess the punctuality of its flights. What type of business activity would do this?

- A. An enabling activity.
- B. A controlling activity.
- C. A planning activity.
- D. A monitoring activity.

Correct Answer: D



QUESTION 8

Which of the following investigation techniques involves following a user for one or two days in order to find out what a particular job entails?

- A. Scenario analysis.
- B. Protocol analysis.
- C. Shadowing.
- D. Activity sampling.

Correct Answer: C

QUESTION 9

Which stage of Isaksen and Treffinger's creative problem-solving model is concerned with analysing the opinions and concerns to identify how information can be quantified?

- A. Mess finding.
- B. Data finding.
- C. Problem finding.
- D. Idea finding

Correct Answer: B

QUESTION 10

The following is a list of statements about stakeholders and stakeholder management.

a.

A customer can be considered as a stakeholder in a project.

b.

A supplier can be considered as a stakeholder in a project.

c.

Stakeholders' positions do not remain static during the life of the project.

d.

Communication must not be tailored to each stakeholder in the project.

Which of the following is correct?



- A. Statements a, b and c are correct, statement d is incorrect.
- B. All four statements are correct.
- C. Statements a and c are correct, statements b and d are incorrect.
- D. Statements b and c are correct, statements a and d are incorrect.

Correct Answer: A

QUESTION 11

Which of the following terms may be used to describe the attitude of a stakeholder who is NOT in favour of the project but is probably not actively opposed to it?

- A. Opponent.
- B. Neutral.
- C. Critic.
- D. Blocker.

Correct Answer: C

QUESTION 12

The Internal Rate of Return has been calculated for an option in a Business Case. Which ONE of the following statements is true?

- A. The Net Present Value is not known.
- B. The DCF Rate is not known.
- C. The Net Present Value is Zero.
- D. The DCF Rate is Zero.

Correct Answer: C

QUESTION 13

Which stage of the requirements engineering process precedes requirements validation?

- A. Requirements elicitation.
- B. Requirements analysis.
- C. Requirements management.



D. Requirements documentation.

Correct Answer: B

QUESTION 14

When are the acceptance criteria for user acceptance testing defined?

- A. When the deliverables of the system design have been agreed.
- B. When the deliverables of the requirements analysis have been agreed.
- C. When the software has been completed and has passed system testing.
- D. When the users have had the opportunity to use the software for a period of time.

Correct Answer: B

QUESTION 15

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

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