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**QUESTION 1**

Which of the following BEST describes an ethnographic study?

- A. A study which uses prototype graphical screens to demonstrate a user requirement.
- B. A study of users in their workplace undertaking representative simulated scenarios.
- C. A study where the analyst spends an extended period of time in the target environment.
- D. A study which ensures that the needs of a wide range of ethnic groups are considered.

Correct Answer: C

QUESTION 2

An analyst investigating a finance system wishes to build rapport with individual stakeholders and investigate in detail each stakeholder's views. Which of the following techniques should the analyst use?

- A. Questionnaires.
- B. Interviewing.
- C. Special purpose records.
- D. Document analysis.

Correct Answer: B

QUESTION 3

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

**QUESTION 4**

The table below shows the costs and savings associated with a project. In which of the following years does the project break even?

| Item | Year 0 | Year 1 | Year 2 | Year 3 | Year 4 |
|----------------------|----------|----------|----------|----------|----------|
| Hardware | £250,000 | £0 | £0 | £0 | £0 |
| Software Acquisition | £75,000 | £0 | £0 | £0 | £0 |
| Maintenance | £10,000 | £11,000 | £12,000 | £13,000 | £14,000 |
| User Training | £5,000 | £0 | £0 | £0 | £0 |
| | | | | | |
| Savings | £40,000 | £100,000 | £100,000 | £100,000 | £100,000 |

- A. Year 2.
- B. Year 3.
- C. Year 4.
- D. The project does not pay back within the four year period.

Correct Answer: C

QUESTION 5

Description, impact assessment, probability and countermeasures are usually recorded for which of the following?

- A. Requirements.
- B. Risks.
- C. Stakeholders.
- D. Key Performance Indicators.

Correct Answer: B

QUESTION 6

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 7

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 8



An analyst has asked a user to describe each step in a task as they perform it. Which of the following investigation techniques is the analyst using?

- A. Ethnographic study.
- B. Interviewing.
- C. Activity sampling.
- D. Protocol analysts.

Correct Answer: D

QUESTION 9

In which of the following categories would return on investment be considered when assessing the feasibility of a project?

- A. Financial feasibility.
- B. Business feasibility.
- C. Technical feasibility.
- D. Operational feasibility.

Correct Answer: A

QUESTION 10

In which of the following circumstances do buyers have high bargaining power?

- A. When available sources of supply are available and easy to find.
- B. When the cost of a product or service is low.
- C. When switching costs are high.
- D. When the supplier brand is powerful.

Correct Answer: A

QUESTION 11

Which of the following would be an appropriate name for a use case that allows a project manager to allocate resources



to a project?

- A. Assign resources.
- B. Resource.
- C. Project Manager.
- D. Project.

Correct Answer: A

QUESTION 12

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

QUESTION 13

"The system should allow a user to enter customer details and select appropriate customers for a mailshot". What is wrong with this requirement?

- A. It consists of two requirements which should be separately defined.
- B. It contains the word "should" which must not be used in a requirement.
- C. It should be specific about the user it refers to.
- D. It should not contain the word "system" in the requirement.

Correct Answer: A

QUESTION 14

When analysing stakeholders, it is useful to produce a stakeholder analysis grid. What is depicted on the axes of this grid?



- A. Objectives and interests.
- B. Power and influence.
- C. Perspectives and impacts.
- D. Power and interest.

Correct Answer: D

QUESTION 15

What does the O\\' stand for in the CATVVOE analysis?

- A. The objectives of the business system under review.
- B. The opportunities for change in the business system under review.
- C. The organisation of the business system under review.
- D. The owner of the business system under review.

Correct Answer: D

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