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QUESTION 1

You are the business analyst for your organization and need a method to requirements elicitation from nearly 12,000 stakeholders. You want a method to quickly capture this group\\'s feelings and thoughts to identify what the majority of this group needs and wants in a new solution your organization may create.

What requirements elicitation technique can be used in this scenario?

A. Interviews

B. Trend analysis

C. Focus groups

D. Surveys

Correct Answer: D

QUESTION 2

A utility company found that its current billing system charges customers for their usage, but does so incorrectly when the system estimates reads on meters rather than performs actual reads. Company stakeholders would like to improve this aspect of the system but are hesitant to make changes because they are otherwise pleased with the system. A business analyst (BA) has completed a current state diagram and would like to start discussions on what the future state may look like. What information can the BA determine by having a current state diagram?

A. The strengths and weaknesses of the current system

B. The cost/benefit measures for the new system

C. The change management plan for implementation

D. The needs for the future state solution

Correct Answer: D

QUESTION 3

You are completing enterprise analysis. Management has asked you to create a document that will help them create a go/no go decision to invest and more forward with a proposed project.

What document does management want you to create?

A. Feasibility study

B. Project scope

C. Solution scope

D. Business case

Correct Answer: D

QUESTION 4

Stakeholders have indicated concerns with the level of uncertainty they are willing to accept with the solution.

What type of analysis can the business analyst (BA) use to alleviate these concerns?

A. Gap

B. Financial

C. Requirements

D. Risk

Correct Answer: A

QUESTION 5

An organization is trying to streamline its current processes to improve performance and reduce costs. A business analyst (BA) conducted a process improvement workshop and identified the following issues as the top three items to be addressed:

1.

 There are multiple teams to define systems, functionality, and content. In many instances multiple teams are defining the same functionalities while other functionalities are not being defined at all, leading to unclear understanding of business requirements.

2.

 Product specification forms are published each year. A comparison tool is used to evaluate specification between yearly releases, but does not adequately identify changes between versions and needs to be improved.

3.

 Training consists of a new team member shadowing a seasoned team member. There are not written training materials for formal training sources therefore training is inconsistent and not meeting the needs of the organization.

What approach would help the BA to understand the functionality definition issues?

A. Business Analysis Communication Plan

B. Business Analysis Performance Assessment

C. Risk Register

D. Requirements Traceability Repository

Correct Answer: B

QUESTION 6

You are preparing a business case for your organization to determine the justification of the costs of the solution in relation to benefits the solutions will bring the organization. You need four inputs to complete this process. Which one of the following is not an input that will help you write the business case?

A. Feasibility study

B. Stakeholder concerns

C. Assumptions and constraints

D. Business need

Correct Answer: B

QUESTION 7

The business analyst (BA) works in a global company and the majority of stakeholders are located in different countries. The BA already explained the core requirements during the initial meetings. However, due to the time zone differences it has been cumbersome to organize further meetings. What method should the BA use so the stakeholders can review the document before final approval?

A. Group collaboration

B. E-mail

C. Brainstorming

D. Collaborative games

Correct Answer: A

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Which stakeholders would the BA interview to determine the changes needed to the comparison tool?

A. Implementation Subject Matter Expert and Tester

B. Project Manager and Project Sponsor

C. Regulator and Operational Support Manager

D. Domain Subject Matter Expert and End User

Correct Answer: B

QUESTION 9

A customer has provided a business analyst (BA) with many business requirements and some have inter-dependencies with other requirements. To ensure the requirements are delivered according to customer expectations, which requirements attribute should the BA consider including in the project requirements document?

A. Priority

B. Constraints

C. Unique identifier

D. Acceptance criteria

Correct Answer: B

QUESTION 10

You are hosting a collection of stakeholders from across the organization to identify the ideas and attitudes about your company\\\'s help desk. You want the stakeholders to honestly share their opinions about the help desk service so you can identify problems, solutions, and take actions to improve the service.

What type of requirements elicitation activity is this?

A. Stakeholder analysis

B. Focus groups

C. Workshop

D. Root cause analysis

Correct Answer: B

QUESTION 11

A business analyst (BA) has a meeting next week with the project sponsor to ensure that the requirements align with the objective of the project. Prior to the meeting, the BA must ensure that the requirements are:

A. correct, capable, and strategic

B. parametric, analogous, and decomposed

C. atomic, feasible, and testable

D. predictive, diagnostic and descriptive

Correct Answer: D

QUESTION 12

A financial institution engaged in mortgage lending has embarked on a business process improvement initiative to eliminate the activities that hinder growth to ultimately improve the success rate of its mortgage business. As a benchmark for

identification, the institution is keen on improving any business process that has less than a 75% success rate. The institution has appointed a business analyst (BA) to review the business transactions for the processes of origination,

payments, and closures, as well as identify opportunities for improvements and recommend solutions.

The BA has collected the following information over the last three months pertaining to these business processes:

?All the business processes are at their maximum capacity in terms of the current number of transactions.

?Each business process has a certain number of rejects and the reasons for rejection include documentation, verification, collateral, and funding. Funding rejects occur when the bank\\'s customers have failed to make payment of their

mortgage processing fee or mortgage closure payment.

The BA has also recommended the use of documentation checklists as a solution to eliminate the documentation rejects.

		Number of Rejects by Reason						
Process Name	**No of Transactions**	Documentation Rejects	Verification Rejects	Collateral Rejects	Funding Rejects	Total Rejects	**Total Successes**	**Success Rate**
Mortgage Origination Process	450	55	38	27	15	135	315	70%
Mortgage Payment Process	400	25	0	0	25	50	350	87.50%
Mortgage Closure Process	30	3	0	0	3	6	24	80%

Assuming the BA\\'s recommendation to be true, what will be the new success rate of the mortgage closure process?

A. 90%

B. 85%

C. 10%

D. 20%

Correct Answer: B

QUESTION 13

Which of the following is the process of developing a document that formally authorizes a project or a phase?

A. Define Scope

B. Develop Schedule

C. Develop Project Charter

D. Create Work Breakdown Structure

Correct Answer: C

QUESTION 14

There are four inputs to the plan business analysis activities.

Which one of the following is not an input to the plan business analysis activities process?

A. List of identified risks

B. Organizational process assets

C. Business analysis approach

D. Stakeholder list, roles, and responsibilities

Correct Answer: A

QUESTION 15

A large health care provider has recently purchased and installed a solution that automates some of the activities that coordinate patient recovery activities. A business analyst (BA) is in the process of evaluating this solution and analyzing the performance measures against the value it brings. At this juncture, the BA has uncovered some threats in the solution which could hamper its performance and erode the value it brings.

Which technique will enable the BA to record and handle these on an ongoing basis?

A. Risk Analysis and Management

B. Root Cause Analysis

C. Solution Performance Analysis

D. Solution Scope

Correct Answer: A