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QUESTION 1

When undertaking a CATWOE analysis, which sequence should the first four letters be considered in?

- A. W, T, C, A
- B. T, W, C, A
- C. W, C, T, A
- D. T, A, W, C

Correct Answer: A

QUESTION 2

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 3

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 4

It has been suggested that five clerical posts can be abolished when a new computer system is implemented. Under



which category of costs or benefits will this be recorded?

- A. Tangible costs.
- B. Tangible benefits.
- C. Intangible costs.
- D. Intangible benefits.

Correct Answer: B

QUESTION 5

A batch program runs every night to raise invoices. The next day these invoices are posted out to customers by a clerk. Customers pay the invoices with cheques. The cheques are then banked by a clerk. In this scenario, which of the following represents a business event?

- A. System prints invoices.
- B. Clerk sends invoices to customers.
- C. Customer's cheque is received.
- D. Clerk banks the cheque.

Correct Answer: C

QUESTION 6

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 7

The Business Activity Model shows the doing activities of a business system. Which element of CATWOE do these activities relate to?

- A. Transformation.
- B. Actors.



C. Environment.

D. Owner.

Correct Answer: A

QUESTION 8

The entity relationship model below shows the relationship between Product and Order. Which of the following business rules is correct and is reflected in the diagram?



A. The maximum number of products on one order is eight.

B. The maximum number of products on one order is unlimited.

C. The minimum number of orders for each product is one.

D. The minimum number of products on each order is zero.

Correct Answer: A

QUESTION 9

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 10

An analyst has discovered that a company wishes to hold information about departments and employees. A department may have many employees in it, but each employee can, at any one time, only work in one department. There is no requirement to store historical information. However, there are currently eight departments and over one hundred employees. How would this relationship be shown on an Entity Relationship diagram?

A. As (8..100) at the Department end of the relationship.

B. As a many-to-many between Department and Employee.



- C. As a one-to-one between Department and Employee.
- D. As a one-to-many between Department and Employee.

Correct Answer: D

QUESTION 11

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 12

Which of the following only includes explicit corporate knowledge?

- A. Skills, values, communities of practice.
- B. Job descriptions, tasks, targets.
- C. Culture, norms, historical data.
- D. Style guides, procedures, processes.

Correct Answer: D

QUESTION 13

Which of the following represents the total cash flows of an investment, over a period of time, adjusted to reflect the time value of money?

- A. The Internal Rate of Return.
- B. The Time to Payback.
- C. The Net Present Value.
- D. The Return on Investment.

Correct Answer: C

**QUESTION 14**

A well formed requirement is said to comply with which of the following acronyms?

- A. MOSCOW.
- B. SMART.
- C. OSCAR.
- D. MOST.

Correct Answer: B

QUESTION 15

Given the cashflows below, which of the following is correct?

Item	Year 1	Year 2	Year 3	Year 4
Hardware cost	100,000			
Software cost	50,000	10,000	10,000	10,000
Maintenance cost	10,000	10,000	10,000	10,000
Savings	50,000	50,000	50,000	50,000

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

Correct Answer: B

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