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QUESTION NO: 1

When are workshops especially valuable?

- A. When suitably sized rooms are available.
- B. When all stakeholders are agreed on the way forward.
- C. When a geographically dispersed set of users' needs to be consulted.
- D. When time and budget are constrained.

ANSWER: D

QUESTION NO: 2

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.

ANSWER: A

QUESTION NO: 3

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

- A. Human Resources (HR).
- B. Procurement.
- C. Information Technology (IT).
- D. Marketing and Sales.

ANSWER: D

QUESTION NO: 4

Which of the following lists includes only activities that are defined as support activities in the value chain?

- A. Firm infrastructure, service, marketing and sales.
- B. Inbound logistics, outbound logistics, operations.
- C. Procurement, technology development, human resource management.
- D. Service, procurement, firm infrastructure.

ANSWER: C

QUESTION NO: 5

Which ONE model is used for planning the training the support that people need as they adapt to change?

- A. The Concerns-Based Adoption Model.
- B. The Corporate Training Plan.
- C. The Capability Maturity Model.
- D. The Change Control Process Model.

ANSWER: A

QUESTION NO: 6

Which of the following approaches is the variation of the Waterfall lifecycle that shows explicitly the link between the analysis stages and the testing stages?

- A. V model.
- B. Spiral model.
- C. Unified process.
- D. Workflow model.

ANSWER: A

QUESTION NO: 7

The senior managers of an organization recognize that they employ knowledgeable, committed staff. Under which category of a SWOT will this be recorded?

- A. Weaknesses,
- B. Opportunities.

- C. Threats.
- D. Strengths.

ANSWER: D

QUESTION NO: 8

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 organization of the business system under review.
- D. The owner of the business system under review.

ANSWER: D

QUESTION NO: 9

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.

ANSWER: C

QUESTION NO: 10

Which investigation technique is supported by use case' descriptions?

- A. Scenario Analysis.
- B. Questionnaires.
- C. Document Analysis.
- D. Interviewing.

ANSWER: A