



# BH0-013<sup>Q&As</sup>

Foundation Certificate in Business Analysis

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### QUESTION 1

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

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### QUESTION 2

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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### QUESTION 3

When running workshops it is useful to have someone with a role that includes specific responsibility for keeping attendees focused on achieving the objective of the workshop. Which of the following terms describes this role?

- A. The arbitrator.
- B. The scribe.
- C. The stakeholder.
- D. The facilitator.

Correct Answer: D

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**QUESTION 4**

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

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**QUESTION 5**

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

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