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QUESTION 1

The change curve shows the range of emotions experienced by people when facing change. One of the axes on the graph is Time; what is the other axis?

- A. Fear.
- B. Self-esteem.
- C. Anger.
- D. Shock.

Correct Answer: B

QUESTION 2

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.

Correct Answer: D

QUESTION 3

The following is a list of statements concerning investigation techniques.

- a.
Questionnaires are an effective way of developing rapport with the business users.
- b.
Workshops are an effective way of obtaining user buy-in and acceptance.
- c.
Protocol analysis involves following a user for a period to find out what they do.
- d.
Scenarios can be used as an effective basis for the development of prototypes.

Which of the following is correct?



- A. Statements a and c are incorrect, statements b and d are correct.
- B. Statements a and d are incorrect, statements b and c are correct
- C. Statements b and c are incorrect, statements a and d are correct.
- D. Statements c and d are incorrect, statements a and b are correct.

Correct Answer: A

QUESTION 4

Which of the following techniques can be used to pull together the results of an analysis of the external and internal business environment of an organisation?

- A. SWOT analysis.
- B. Resource audit.
- C. Five-forces model.
- D. Balanced business scorecard.

Correct Answer: A

QUESTION 5

An airline wishes to assess the punctuality of its flights. What type of business activity would do this?

- A. An enabling activity.
- B. A controlling activity.
- C. A planning activity.
- D. A monitoring activity.

Correct Answer: D

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