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QUESTION 1

Which of the following requirements elicitation techniques is ineffective at defining the future requirements of a system?

- A. Workshops.
- B. Prototyping,
- C. Scenario analysis.
- D. Shadowing.

Correct Answer: D

QUESTION 2

Which of the following statements about change and change management is correct?

- A. Change management should be considered right from the start of the project.
- B. Change management should first be considered in the design stage of the project.
- C. The management of change is the sole responsibility of the project manager.
- D. Social and cultural factors have little influence on the success of implementing changes.

Correct Answer: A

QUESTION 3

Which answer is a primary activity in the value chain?

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

Correct Answer: C

QUESTION 4

The term 'happy day' is often used in the context of which of the following investigation techniques?

- A. Protocol analysis.



B. Scenarios.

C. Activity Sampling.

D. Document analysis.

Correct Answer: B

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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