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QUESTION 1

It is claimed that a new system will bring improved job satisfaction to employees. How should this improved job satisfaction be classified?

- A. As a tangible benefit.
- B. As an intangible cost.
- C. As a tangible cost.
- D. As an intangible benefit.

Correct Answer: D

QUESTION 2

A system must hold the price of every product sold by the company. Which of the following is the price likely to be?

- A. An attribute.
- B. An entity.
- C. An object.
- D. A use case.

Correct Answer: A

QUESTION 3

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 4

A process model has been produced which includes diamond-shaped symbols. What does this diamond-shaped symbol represent in the model?

- A. A document.



- B. An event.
- C. A manual process.
- D. A decision.

Correct Answer: D

QUESTION 5

During which stage of the Business Analysis Process Model would a gap analysis be carried out?

- A. Define requirements.
- B. Analyse needs.
- C. Evaluate the options.
- D. Investigate situation.

Correct Answer: B

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