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### QUESTION 1

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

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### QUESTION 2

Which stage in the waterfall model is considered as several separate stages in the V model?

- A. Development.
- B. Analysis.
- C. Testing.
- D. Design.

Correct Answer: C

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### QUESTION 3

Different reactions may be observed when a change to working methods is proposed. These reactions include:

- a.  
Enthusiasm for the change.
- b.  
Fear of the change.
- c.  
Reduced performance on the job.
- d.  
Reluctant acceptance of the change.

- A.
- b, d, c and a.



- B.  
a, b, c and d.
- C.  
b, c, d and a.
- D.  
a, b, d and c.

Correct Answer: C

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#### QUESTION 4

A business analyst wishes to show that a company wants to store information about different types of product. Some attributes are common to every product (for example; product name) but other attributes only apply to certain product types. For example, product material only applies to accessory products. Which of the following constructs could the business analyst use to represent this on a class model?

- A. An association class.
- B. A many-to-many multiplicity.
- C. A generalisation structure.
- D. An structure.

Correct Answer: C

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#### QUESTION 5

Which of the following actions could sustain business change?

- A. Develop the coaching skills of selected staff members.
- B. Establish clear benefits for selected, powerful stakeholders.
- C. Retain the previous system and its associated processes.
- D. Ensure that improved staff performance is not rewarded.

Correct Answer: A