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QUESTION 1

The following is a list of statements concerning investigation techniques.	The fo	llowing	is a	list	of	statements	concerning	investigation	techniques.
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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 care incorrect, statements b and d are correct.
- B. Statements a and d are incorrect, statements b and carecorrect
- C. Statements b and care incorrect, statements a and d are correct.
- D. Statements c and d are incorrect, statements a and b are correct.

Correct Answer: A

QUESTION 2

A use case Place Order must always invoke a related use case Check Credit. How is the association between the two use cases shown?

- A. By a solid line with no arrowhead or stereotype.
- B. By a broken, arrowed line stereotyped with the word ?xtend?
- C. By a broken, arrowed line stereotyped with the word ?andgt;include?
- D. By a broken, arrowed line stereotyped with the word ?nclude?

Correct Answer: D

QUESTION 3



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An analyst investigating a finance system wishes to build rapport with individual stakeholders and investigate in detail each stakeholder\\'s views. Which of the following techniques should the analyst use?

A. Questionnaires.
B. Interviewing.
C. Special purpose records.
D. Document analysis.
Correct Answer: B
QUESTION 4
A stakeholder in a project has been classified as having no interest but high power/influence on the power/interest grid Which of the following would be an appropriate way of managing this stakeholder?
A. Ignore.
B. Watch.
C. Keep onside.
D. Keep informed.
Correct Answer: B
QUESTION 5
When is the self-esteem of individuals affected by a change process usually at its lowest?
A. At the end of the changeprocess.
B. At the start of the change process.
C. At all points during the change process.
D. In the middle phase of the change process.
Correct Answer: D
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