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QUESTION 1

The Boston Box may be used to analyse the portfolio of businesses owned by an organisation. Which of the following animals does it use in its term for businesses that have low market share in a market with low growth?

- A. Cow.
- B. Cat.
- C. Dog.
- D. Goat.

Correct Answer: C

QUESTION 2

A requirement has been identified as beneficial. It will be included in the system if it does not take too long to deliver or cost too much. How would this requirement be prioritised in the MoSCoW classification?

- A. As a 'M'.
- B. As a 'C'.
- C. As a 'S'.
- D. As a 'W'.

Correct Answer: B

QUESTION 3

What does the 'O' stand for in the CATVVOE analysis?

- A. The objectives of the business system under review.
- B. The opportunities for change in the business system under review.
- C. The organisation of the business system under review.
- D. The owner of the business system under review.

Correct Answer: D



QUESTION 4

Which of the following describes a 'rich picture'?

- A. An organisation chart showing the most important stakeholders.
- B. A swim-lane diagram highlighting the most costly processes.
- C. A free-format drawing of a business situation under investigation.
- D. A UML class diagram showing both attributes and operations.

Correct Answer: C

QUESTION 5

Business analysis bridges the gap between which two disciplines?

- A. Business Case Definition and Requirements Analysis.
- B. IT Systems Analysis and Acceptance Testing.
- C. Requirements Analysis and IT Systems Development.
- D. Strategic Analysis and IT Systems Analysis.

Correct Answer: B

QUESTION 6

A company provides a help desk facility to support users of their computer software. How would the provision of this facility be classified on their value chain?

- A. As an Inbound Logistics activity,
- B. As a Sales and Marketing activity.
- C. As a Technology Development activity.
- D. As a Service activity.

Correct Answer: D

QUESTION 7



An entity type is a template for its entity occurrences. Which of the following is a template for objects?

- A. A class.
- B. A use case.
- C. An operation
- D. An actor.

Correct Answer: A

QUESTION 8

Which of the following is explicitly considered as a force in Porter's five forces model?

- A. Rivalry between suppliers.
- B. Government legislation.
- C. Internal business processes.
- D. Bargaining power of buyers.

Correct Answer: D

QUESTION 9

Which of the following models shows the driving and resisting forces of change?

- A. Force field analysis.
- B. Five forces model.
- C. Power/impact grid.
- D. Learning cycle.

Correct Answer: A

QUESTION 10

Which of the following techniques is used to focus solely on the external influences on an organisation?

- A. SWOT.



- B. PESTLE.
- C. CATWOE.
- D. MOST.

Correct Answer: B

QUESTION 11

Which of the following only includes explicit corporate knowledge?

- A. Skills, values, communities of practice.
- B. Job descriptions, tasks, targets.
- C. Culture, norms, historical data.
- D. Style guides, procedures, processes.

Correct Answer: D

QUESTION 12

The Internal Rate of Return has been calculated for an option in a Business Case. Which ONE of the following statements is true?

- A. The Net Present Value is not known.
- B. The DCF Rate is not known.
- C. The Net Present Value is Zero.
- D. The DCF Rate is Zero.

Correct Answer: C

QUESTION 13

Which of the following BEST describes an ethnographic study?

- A. A study which uses prototype graphical screens to demonstrate a user requirement.
- B. A study of users in their workplace undertaking representative simulated scenarios.
- C. A study where the analyst spends an extended period of time in the target environment.



D. A study which ensures that the needs of a wide range of ethnic groups are considered.

Correct Answer: C

QUESTION 14

A stakeholder has been classified as 'some' on both the power/influence and interest axes of a power/interest grid. Which of the following would be an appropriate way of managing this stakeholder?

- A. Keep on side.
- B. Keep watching.
- C. Keep informed.
- D. Keep satisfied.

Correct Answer: A

QUESTION 15

Which of the following investigation techniques is the MOST time consuming?

- A. Questionnaires.
- B. Ethnographic study.
- C. Shadowing.
- D. Activity sampling.

Correct Answer: B

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