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QUESTION 1

An organization is trying to streamline its current processes to improve performance and reduce costs. A business analyst (BA) conducted a process improvement workshop and identified the following issues as the top three items to be addressed:

1.

There are multiple teams to define systems, functionality, and content. In many instances multiple teams are defining the same functionalities while other functionalities are not being defined at all, leading to unclear understanding of business requirements.

2.

Product specification forms are published each year. A comparison tool is used to evaluate specification between yearly releases, but does not adequately identify changes between versions and needs to be improved.

3.

Training consists of a new team member shadowing a seasoned team member. There are not written training materials for formal training sources therefore training is inconsistent and not meeting the needs of the organization.

What analysis approach must the BA use to determine changes required to address the training needs?

- A. Future state
- B. Decision
- C. Market
- D. Root cause

Correct Answer: A

QUESTION 2

The creative thinking process has three values to determine the effectiveness of the process.

Which one of the following is not a measurement of effective creative thinking?

- A. Application of new ideas to resolve existing problems
- B. Generation of a pre-determined number of new ideas for a business solution
- C. Willingness of stakeholders to accept new approaches
- D. The successful generation and productive consideration of new ideas

Correct Answer: B

QUESTION 3



A floral company wants to gather information about each of its 30 international facilities to determine whether employees are satisfied with their jobs. Which of the following elicitation techniques should the business analyst (BA) use?

- A. Survey
- B. Decision analysis
- C. Observation
- D. Concept modelling

Correct Answer: A

QUESTION 4

You are the business analyst for your organization and are working with Virginia on the allocation of requirements for a new solution. You have assigned Virginia the task of breaking down the solution scope into smaller components for allocation.

What technique have you asked Virginia to complete in this scenario?

- A. Decision analysis
- B. Business rules analysis
- C. Process modeling
- D. Functional decomposition

Correct Answer: D

QUESTION 5

What requirements elicitation involves carefully selected stakeholders and subject matter experts for a short, intensive period (usually for one to a few days) to define and document the requirements for a solution?

- A. Many-to-many interviews
- B. Requirements workshop
- C. Focus group
- D. Prototyping

Correct Answer: B

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