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QUESTION 1

A business case for a project claims that the new system will provide managers with more time to think creatively about strategic issues. What would this be classified as in a cost- benefit analysis?

- A. An intangible cost.
- B. A tangible benefit.
- C. An intangible benefit.
- D. A tangible cost.

Correct Answer: C

QUESTION 2

What are business case development, subject matter expertise and procurement all examples of?

- A. Behavioural skill competencies required by business analysts.
- B. Business knowledge competencies required by business analysts.
- C. Technique competencies required by business analysts.
- D. Personal knowledge competencies required by business analysts.

Correct Answer: B

QUESTION 3

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

QUESTION 4

When are workshops especially valuable?

- A. When suitably sized rooms are available.



- B. When all stakeholders are agreed on the way forward.
- C. When a geographically dispersed set of users needs to be consulted.
- D. When time and budget are constrained.

Correct Answer: D

QUESTION 5

Which of the following stages is immediately after problem-finding in Isaksen and Treffinger's creative problem-solving model?

- A. Idea-finding.
- B. Solution-finding.
- C. Data-finding.
- D. Acceptance-finding.

Correct Answer: A

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