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QUESTION 1

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

QUESTION 2

When analysing stakeholders, it is useful to produce a stakeholder analysis grid. What is depicted on the axes of this grid?

- A. Objectives and interests.
- B. Power and influence.
- C. Perspectives and impacts.
- D. Power and interest.

Correct Answer: D

QUESTION 3

What occurs at handoffs when two actors do not synchronise their work?

- A. Errors.
- B. Queues.
- C. Functions.
- D. Decisions.

Correct Answer: B

QUESTION 4

The term CATWOE provides a framework for defining and analysing business perspectives. In a project, which letter of CATWOE should be first understood by the business analyst?



- A. The Owner.
- B. The Customer.
- C. The Weltanschauung or world-view.
- D. The Actor.

Correct Answer: C

QUESTION 5

Which of the following is an advantage to the host organisation of using an internal consultant to conduct a business analysis project?

- A. They will have a broad business perspective.
- B. They will be familiar with the host organisation.
- C. They will only be paid when they are needed.
- D. They will have a dispassionate view of the host organisation.

Correct Answer: B

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