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QUESTION 1

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 2

As part of an investigation, a business analyst has asked a business user to keep track of the actual tasks they carry out over a period of time. What is this investigation technique called?

- A. Shadowing.
- B. Prototyping.
- C. Special purpose records.
- D. Activity sampling.

Correct Answer: C

QUESTION 3

Which of the following lists includes only activities that are defined as support activities in the value chain?

- A. Firm infrastructure, service, marketing and sales.
- B. Inbound logistics, outbound logistics, operations.
- C. Procurement, technology development, human resource management.
- D. Service, procurement, firm infrastructure.

Correct Answer: C

QUESTION 4

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 5

In a particular organisation it is common practice to call all managers by their first name. It is part of the culture of the organisation. Newcomers are quickly corrected if they do not follow this informal approach. What would knowing about this convention be classified as in Requirements Engineering?

- A. Explicit individual knowledge.
- B. Tacit individual knowledge.
- C. Explicit corporate knowledge.
- D. Tacit corporate knowledge.

Correct Answer: D

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