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### QUESTION 1

It has been suggested that five clerical posts can be abolished when a new computer system is implemented. Under which category of costs or benefits will this be recorded?

- A. Tangible costs.
- B. Tangible benefits.
- C. Intangible costs.
- D. Intangible benefits.

Correct Answer: B

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### QUESTION 2

What is stage 0 (zero) of the concerns-based adoption model?

- A. Shock.
- B. Defininition.
- C. Initial change.
- D. Awareness.

Correct Answer: D

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### QUESTION 3

Who should be defined as the owner of a risk?

- A. The person who documented the risk in the risk register.
- B. The person who identified the risk in the initial requirements analysis.
- C. The person responsible for defining the probability of the risk.
- D. The person best placed to take the necessary counter-measures to the risk.

Correct Answer: D

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### QUESTION 4

A batch program runs every night to raise invoices. The next day these invoices are posted out to customers by a clerk. Customers pay the invoices with cheques. The cheques are then banked by a clerk. In this scenario, which of the following represents a business event?



- A. System prints invoices.
- B. Clerk sends invoices to customers.
- C. Customer's cheque is received.
- D. Clerk banks the cheque.

Correct Answer: C

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#### QUESTION 5

When undertaking business system modelling how many Business Activity Models (BAMs) are initially produced?

- A. One for each system under consideration.
- B. One for each CATWOE.
- C. One for each Actor.
- D. One to reflect the perspective of the Owner.

Correct Answer: B

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