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QUESTION 1

After implementation of the product, the customer reports defects. What is the best course of action to take?

- A. Escalate the issue to the project manager since the acceptance was given by the customer.
- B. Do nothing since the solution is now the responsibility of the operations manager.
- C. Compare reported defects with user acceptance test results.
- D. Involve the end users and plan a new round of acceptance tests to check the gaps.

Correct Answer: C

QUESTION 2

A project team has completed the system use cases along with accompanying screen mockups. The business analyst schedules a review meeting with the client team to walk through the artifacts.

What is the purpose of this meeting?

- A. To validate that the system is aligned with the stakeholder requirements
- B. To verify that the documents are aligned with the transition requirements
- C. To validate that the documents are aligned with the solution requirements
- D. To verify that the system is aligned with the quality requirements

Correct Answer: C

QUESTION 3

A business analyst is assigned to a business process re-engineering project. In addition to planning a workshop to elicit requirements, the business analyst wants to send out a survey to gather data to use in a statistical analysis on user satisfaction with the current business process.

Which of the following types of surveys would be most appropriate to create and why?

- A. An open-ended survey to allow users the opportunity to explain their opinions on the current business process
- B. A closed-ended survey to pose several multiple choice questions and ask the users if the current business process is correct
- C. A closed-ended survey using the Likert scale to rank specific areas of the current business process
- D. An open-ended survey to collect different opinions on the current business process

Correct Answer: B



QUESTION 4

Midway through the requirements gathering phase, a stakeholder informs the business analyst that a requested requirement does not address the solution. The stakeholder wants to know who made the request. The business analyst spends hours searching emails to identify the requestor.

What should the business analyst have documented?

- A. The source in the requirements traceability matrix
- B. The source in the RACI matrix
- C. Roles and responsibilities in the RACI matrix
- D. Sponsor approval in the requirements traceability matrix

Correct Answer: C

QUESTION 5

A company is developing a new e-commerce platform to enter a new market segment. Development is well under way when the government issues a new set of regulations.

Which course of action should the business analyst take?

- A. Check the traceability matrix to identify affected use cases.
- B. Evaluate if the new set of regulations is aligned with the business case.
- C. Evaluate the impact of the change on the project schedule.
- D. Obtain management sign-off on the new set of regulations.

Correct Answer: C

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