

# CBAF-001<sup>Q&As</sup>

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#### QUESTION 1

The change curve shows the range of emotions experienced by people when facing change. One of the axes on the graph is Time; what is the other axis?

- A. Fear.
- B. Self-esteem.
- C. Anger.
- D. Shock.

Correct Answer: B

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#### QUESTION 2

In which of the following circumstances is supplier power high?

- A. When switching costs are low.
- B. When there are relatively few customers.
- C. When the supplier brand is powerful.
- D. When alternatives are readily available.

Correct Answer: C

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#### QUESTION 3

Which of the following statements about a BAM is correct?

- A. The BAM is concerned with who carries out the activities.
- B. The BAM is concerned with where activities are carried out.
- C. There will be one BAM for each business perspective.
- D. The BAM is an AS-IS model of the real world.

Correct Answer: C

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#### QUESTION 4

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

- A. Shock.

- B. Definition.
- C. Initial change.
- D. Awareness.

Correct Answer: D

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#### QUESTION 5

Which of the following is a primary activity in the value chain?

- A. Human Resources (HR).
- B. Procurement.
- C. Information Technology (IT).
- D. Marketing and Sales.

Correct Answer: D

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#### QUESTION 6

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 7

How would usability and performance requirements be classified?

- A. As general requirements.
- B. As technical requirements.
- C. As functional requirements.
- D. As non-functional requirements.

Correct Answer: D

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#### QUESTION 8

Which of the following statements is true?

- A. Shadowing is an effective way of preparing test scripts for user acceptance.
- B. Rich pictures and mind maps are used to document the requirements for the IT system.
- C. Interviews are effective in building a consensus view and securing agreement from a diverse group.
- D. Ethnographic Studies are concerned with the long term observation of the business environment.

Correct Answer: D

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#### QUESTION 9

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

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#### QUESTION 10

Which stage of the requirements engineering process precedes requirements validation?

- A. Requirements elicitation.
- B. Requirements analysis.
- C. Requirements management.
- D. Requirements documentation.

Correct Answer: B

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#### QUESTION 11

The following is a list of statements about stakeholders and stakeholder management.

a.

A customer can be considered as a stakeholder in a project.

b.

A supplier can be considered as a stakeholder in a project.

c.

Stakeholders' positions do not remain static during the life of the project.

d.

Communication must not be tailored to each stakeholder in the project.

Which of the following is correct?

A. Statements a, b and c are correct, statement d is incorrect.

B. All four statements are correct.

C. Statements a and c are correct, statements b and d are incorrect.

D. Statements b and c are correct, statements a and d are incorrect.

Correct Answer: A

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#### QUESTION 12

A software house is developing a software package specifically for hotel management. A business analyst has been employed because of her familiarity with the hotel industry. Which of the following competencies has she been employed to bring to the project?

A. Domain knowledge.

B. Problem solving.

C. Team leadership.

D. Project management.

Correct Answer: A

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#### QUESTION 13

Which of the following options only includes workshop discovery techniques?

A. Brainstorming, brainwriting, mind maps.

B. Round robin, post-it exercise, brainstorming.

C. Rich pictures, mind maps, task scenarios.

D. Stepwise refinement, context diagrams, process models.

Correct Answer: B

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#### QUESTION 14

What does a force-field analysis consider?

- A. Forces for and against business change.
- B. Forces in the competitive environment.
- C. The financial strength of the company.
- D. The power of external suppliers.

Correct Answer: A

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#### QUESTION 15

A convenience food manufacturer has undertaken a strategic analysis study and has identified a threat from groups lobbying against the use of packaging for food products. Which of the PESTLE categories would have helped highlight this threat?

- A. Legal.
- B. Environmental.
- C. Technological.
- D. Economic.

Correct Answer: B

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