

BCS Foundation Certificate in Business Analysis V4.0

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PC-BA-FBA-20 Exam

Business Analysis

Questions & Answers

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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

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

QUESTION 3

Business Analysis competencies are divided into three groups. Which of the following are the groups of competencies for a Business Analyst?

- a. IT skills.
 - b. Behavioural skills and personal qualities.
 - c. Techniques.
 - d. Project Management Support.
 - e. Business Knowledge.
- A. b, c and e.
 - B. a, b and e.
 - C. b, c and d.
 - D. a, d and e.

Correct Answer: A

QUESTION 4

During a workshop, it is useful to ask participants to come up with ideas which are listed for later evaluation. What is this technique called?

- A. Round Robin.
- B. Brainstorming.
- C. Mind Mapping.
- D. Mess Finding.

Correct Answer: B

QUESTION 5

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 6

Which stage of Isaksen and Treffinger's creative problem-solving model is concerned with analysing the opinions and concerns to identify how information can be quantified?

- A. Mess finding.
- B. Data finding.
- C. Problem finding.
- D. Idea finding

Correct Answer: B

QUESTION 7

Which ONE model is used for planning the training the support that people need as they adapt to change?

- A. The Concerns-Based Adoption Model.
- B. The Corporate Training Plan.
- C. The Capability Maturity Model.
- D. The Change Control Process Model.

Correct Answer: A

QUESTION 8

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

- A. Procurement.
- B. Firm infrastructure.
- C. Service.
- D. Technology development.

Correct Answer: C

QUESTION 9

A use case Place Order must always invoke a related use case Check Credit. How is the association between the two use cases shown?

- A. By a solid line with no arrowhead or stereotype.
- B. By a broken, arrowed line stereotyped with the word <>.
- C. By a broken, arrowed line stereotyped with the word <include>.
- D. By a broken, arrowed line stereotyped with the word <>.

Correct Answer: D

QUESTION 10

The table below shows the costs and savings associated with a project. In which of the following years does the project break even?

Item	Year 0	Year 1	Year 2	Year 3	Year 4
Hardware	£250,000	£0	£0	£0	£0
Software Acquisition	£75,000	£0	£0	£0	£0
Maintenance	£10,000	£11,000	£12,000	£13,000	£14,000
User Training	£5,000	£0	£0	£0	£0
Savings	£40,000	£100,000	£100,000	£100,000	£100,000

- A. Year 2.
- B. Year 3.
- C. Year 4.
- D. The project does not pay back within the four year period.

Correct Answer: C

QUESTION 11

Which of the following diagrams explicitly shows the sequence of tasks?

- A. A swim-lane diagram.
- B. A use case diagram.
- C. A business activity model.
- D. A class model.

Correct Answer: A

QUESTION 12

Which of the following would BEST be managed with the 'keep satisfied' stakeholder management strategy?

- A. Those with high power/influence and no interest in the project.
- B. Those with high power/influence and some interest in the project.
- C. Those with some power/influence and high interest in the project.
- D. Those with some power/influence and some interest in the project.

Correct Answer: B

QUESTION 13

A company holds information about 1000 customers. It receives, on average, 50 orders per day. Each order must be placed by only one customer. Customers must have placed at least one order but may place several. An analyst has shown an association between the classes Customer and Order. What multiplicities should she show at the Order end of this association?

- A. 0..*
- B. 1..*
- C. 0..50.
- D. 1..1000.

Correct Answer: B

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