

# QUESTIONS & ANSWERS

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**ISEB**

## PC-BA-FBA-20

*BCS Foundation Certificate in Business Analysis V4.0*

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**Question: 37**

It is claimed that a new system will bring improved job satisfaction to employees.

How should this improved job satisfaction be classified?

- A. As a tangible benefit.
- B. As an intangible cost.
- C. As a tangible cost.
- D. As an intangible benefit.

**Answer: D**

**Question: 38**

Which of the following BEST describes the cause of a bottleneck in a business process?

- A. A step where one actor passes the process to another actor.
- B. A mismatch between the capacities of related process steps
- C. An unnecessary step or steps in a sequence of process steps.
- D. A number of related steps that are carried out by different actors.

**Answer: B**

**Question: 39**

What is the business analyst doing when he or she compares the BAM with the current business situation?

- A. Conceptual modelling.
- B. Analysing perspective
- C. Gap analysis
- D. Defining CATVVOE.

**Answer: C**

**Question: 40**

What does the M stand for in MoSCoW?

- A. Mission.
- B. Must have.
- C. Management.
- D. Mandatory.

**Answer: B**

**Question: 41**

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

**Answer:** A

**Question: 42**

In which stage of the business analysis process model would the business analyst produce a business case?

- A. Evaluating the options.
- B. Analysing the needs
- C. Defining the requirements.
- D. Considering perspectives.

**Answer:** A

**Question: 43**

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.

**Answer:** A

**Question: 44**

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.

**Answer:** A

**Question: 45**

What is the business analyst doing when he or she compares the BAM with the current business situation?

- A. Conceptual modelling.
- B. Analysing perspective
- C. Gap analysis
- D. Defining CATVVOE.

**Answer: C**

**Question: 46**

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

**Answer: B**

**Question: 47**

Which of the following diagrams helps the business analyst to document a range of issues that have been uncovered about a business situation?

- A. The rich picture.
- B. The 'to be' process model.
- C. The business activity model
- D. The use case diagram.

**Answer: A**

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