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Vendor:ISEB

Exam Code:ISEB-BA1

Exam Name:Foundation Certificate in Business
Analysis

Version:Demo

QUESTION 1

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.

Correct Answer: B

QUESTION 2

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 3

What occurs at handoffs when two actors do not synchronise their work?

- A. Errors.
- B. Queues.
- C. Functions.
- D. Decisions.

Correct Answer: B

QUESTION 4

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

QUESTION 5

A company provides a help desk facility to support users of their computer software. How would the provision of this facility be classified on their value chain?

A. As an Inbound Logistics activity,

B. As a Sales and Marketing activity.

C. As a Technology Development activity.

D. As a Service activity.

Correct Answer: D

QUESTION 6

A requirement has been identified as beneficial. It will be included in the system if it does not take too long to deliver or cost too much. How would this requirement be prioritised in the MoSCoW classification?

A. As a 'M'.

B. As a 'C'.

C. As a 'S'.

D. As a 'W'.

Correct Answer: B

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

QUESTION 8

As part of an investigation a Business Analyst has devised a form for users of an existing system to use to keep track of the tasks they undertake during their working day. Which of the following describes this investigation technique?

- A. Special purpose records,
- B. Scenario analysis.
- C. Questionnaires.
- D. Activity sampling.

Correct Answer: A

QUESTION 9

Business rules define how actions are to be performed. Under which of the following headings are business rules considered?

- A. Explicit or implicit management statements,
- B. Statutory and internal policies.
- C. Constraints and operational guidance.
- D. Negotiable and non-negotiable limitations.

Correct Answer: C

QUESTION 10

A system must hold the price of every product sold by the company. Which of the following is the price likely to be?

- A. An attribute.
- B. An entity.
- C. An object.
- D. A use case.

Correct Answer: A

QUESTION 11

A stakeholder has been classified as 'some' on both the power/influence and interest axes of a power/interest grid. Which of the following would be an appropriate way of managing this stakeholder?

- A. Keep on side.

B. Keep watching.

C. Keep informed.

D. Keep satisfied.

Correct Answer: A

QUESTION 12

Which investigation technique is supported by use case\ descriptions?

A. Scenario Analysis.

B. Questionnaires.

C. Document Analysis.

D. Interviewing.

Correct Answer: A