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# BH0-013

## ISEB

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**QUESTION: 1**

Given the cashflows below, which of the following is correct?

Item	Year 1	Year 2	Year 3	Year 4
Hardware cost	100,000			
Software cost	50,000	10,000	10,000	10,000
Maintenance cost	10,000	10,000	10,000	10,000
Savings	50,000	50,000	50,000	50,000

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

**Answer: B**

**QUESTION: 2**

The required competencies of a business analyst are classified into three categories. Which of the following is one of these three categories?

- A. Management Qualities.
- B. Business Knowledge.
- C. IT Skills
- D. Project Skills.

**Answer: B**

**QUESTION: 3**

When should benefits realisation be carried out?

- A. Immediately at the end of the project.
- B. At the beginning of the project.
- C. At the end of the finalised feasibility study.
- D. Months or years after the end of the project.

**Answer: D**

**QUESTION: 4**

Which of the following statement is TRUE about the process view of an organisation?

- A. It focuses on the customer of the organisation.
- B. It focuses solely on the internal view of the organisation.
- C. It focuses on the functions of an organisation.
- D. It focuses on the organisational structure.

**Answer:** A

**QUESTION:** 5

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.

**Answer:** A

**QUESTION:** 6

On a class diagram, what do the multiplicities represent?

- A. The number of attributes held within each class.
- B. The minimum and maximum number of operations in each class.
- C. The minimum and maximum number of objects in each class.
- D. The business rules for an association between two classes.

**Answer:** D

**QUESTION:** 7

A well formed requirement is said to comply with which of the following acronyms?

- A. MOSCOW.
- B. SMART.
- C. OSCAR.
- D. MOST.

**Answer: B**

**QUESTION: 8**

Which stage in the waterfall model is considered as several separate stages in the V model?

- A. Development.
- B. Analysis.
- C. Testing.
- D. Design.

**Answer: C**

**QUESTION: 9**

Which of the following terms may be used to describe the attitude of a stakeholder who is NOT in favour of the project but is probably not actively opposed to it?

- A. Opponent.
- B. Neutral.
- C. Critic.
- D. Blocker.

**Answer: C**

**QUESTION: 10**

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.

**Answer: B**

**QUESTION: 11**

During which stage of the Business Analysis Process Model would a gap analysis be carried out?

- A. Define requirements.
- B. Analyse needs.
- C. Evaluate the options.
- D. Investigate situation.

**Answer:** B

**QUESTION:** 12

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.

**Answer:** A

**QUESTION:** 13

What is the first stage of the waterfall systems development lifecycle?

- A. Plan.
- B. Analysis.
- C. Feasibility Study.
- D. Strategic Vision.

**Answer:** C

**QUESTION:** 14

Different reactions may be observed when a change to working methods is proposed. These reactions include:

- a. Enthusiasm for the change.
- b. Fear of the change.
- c. Reduced performance on the job.
- d. Reluctant acceptance of the change.

Which of the following represents the typical sequence of these four reactions?



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