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QUESTION 1

A practice guide for requirements elicitation offers the following information:

Disadvantage: Likely to be particularly time-consuming to conduct.

Disadvantage: Difficult to separate fact from opinion.

Advantage: Provides an opportunity to build rapport.

Advantage: Provides an opportunity to experience the business environment.

To which elicitation method does this extract refer?

- A. Focus group
- B. Interviews
- C. Observation
- D. Workshop

Correct Answer: B

QUESTION 2

An international travel operator has a customer services department responsible for investigating complaints made by holidaymakers. The department has five members of staff based in its head office.

A business analyst is working on a project to replace the existing holiday management system and has compiled the following requirements from a range of elicitation activities:

1.
The solution should be fully accessible in the English, French and German languages.
2.
Users should be able to retrieve holiday details by booking reference number.
3.
Holiday providers shall be able to add the details, date and prices of their tours directly onto the system.
4.
The solution will be able to support up to 2000 concurrent active users.
5.
The solution will be restorable from back-up within 4 hours.
- 6.

The solution should be able to retrieve holiday details within 10 seconds.

Which of the following represents the correct categorization of the requirements?

- A. 2x Functional requirement 2x Non-functional requirement 1x General requirement 1x Technical requirement
- B. 2x Functional requirement 2x Non-Functional requirement 2x General requirement
- C. 2x Functional requirement 3x Non Functional requirement 1x General requirement
- D. 3x Functional requirement 2x Non-functional requirement 1x General requirement

Correct Answer: B

QUESTION 3

Below is a requirements list for a taxi company's booking system:

REQ#1: The system must allow the operator to make and amend a taxi booking.

REQ#2: The system must allow the operator to delete a taxi booking.

REQ#3: The system must be available within standard working hours.

REQ#4: The system should support 100 concurrent booking requests between 06:00hrs and 23:30hrs.

REQ#5: The system should allow the operator to add a note when cancelling a taxi booking.

The following actions are being considered:

- A) Separate REQ#1 into 2 requirements.
- B) Clarify what is meant by 'standard working hours' in REQ#3.
- C) Check that the proposed solution will be able to support 100 concurrent booking requests, per REQ#4.
- D) Separate REQ#4 into 2 requirements.
- E) Review and merge REQ#2 and REQ#5.

Which of these actions should be undertaken to improve the clarity of these requirements?

- A. A, B and C
- B. A, B and E
- C. A, D and E
- D. C, D and E

Correct Answer: D

QUESTION 4

A business analyst working on a project has identified:

3 requirements for which there is a workaround and the users can live without;

2 requirements that the users can live without for now;

15 requirements which, if not delivered, will make the solution unworkable or useless.

When these requirements are prioritized using MoSCoW, which of the following categories will not be used?

A. M

B. S

C. C

D. W

Correct Answer: D

QUESTION 5

A project team has decided that it wishes to adopt an agile/iterative approach to a development project.

The following principles have been agreed upon to guide the selection of elicitation techniques:

1) We will embrace the evolutionary and re-factoring principles of iterative development in our approach to requirements elicitation.

2) We need to build a broad (but basic) understanding of how teams work together in the current business situation.

3) We need to build strong personal relationships to ensure we can instil empowerment and collaboration in the team.

Which of the following sets of elicitation techniques would support all these principles?

A. Interviews, prototyping, scenario analysis.

B. Interviews, workshops, observation.

C. Prototyping, scenario analysis, document analysis.

D. Scenario analysis, observation, survey.

Correct Answer: B

QUESTION 6

An inexperienced business analyst has been asked to conduct scenario analysis. The notes he made about the topic during his training course are rather disorganized, with correct and incorrect assumptions grouped together.

Which of the following notes he made about scenario analysis is incorrect?

- A. A workshop discovery technique
- B. Can form the basis of test scripts
- C. Explicitly considers exception situations
- D. Helps to capture tacit knowledge

Correct Answer: B

QUESTION 7

A business analyst has been asked to ensure that all requirements are robust.

The following are potential characteristics of a requirement: A) Consistent B) Functional C) Tacit D) Technical E) Owned F) Relevant

Which of them are characteristics of a requirement that is robust?

- A. A, B and D
- B. A, E and F
- C. B, C and D
- D. C, E and F

Correct Answer: C

QUESTION 8

In a requirements catalogue, a distinction is often made between business level and solution level requirements.

Why is this distinction made?

- A. To allow the high-level goals of the solution to be expressed as solution requirements.
- B. To highlight the technical constraints in which the solution requirements must operate.
- C. To reduce the number of functional requirements in the requirements catalogue.
- D. To separate strategic requirements from those that only provide value to the project.

Correct Answer: A

QUESTION 9

A business analyst is allocating elicited requirements to an appropriate category in a requirements catalogue. Here are five of the captured requirements:

- A) A sales person must be able to confirm a sales order.
- B) Only customers with a 'normal' status should be permitted to place orders.
- C) The order management system should hold the data for 'barred' customers for five years.
- D) A stock picker must be able to mark an order as 'picked'
- E) The order management team should be able to view sales orders by time range and status.

Which of these requirements will be classified as functional requirements in the requirements catalogue?

- A. A, B and C
- B. A, D and E
- C. B, C and D
- D. C, D and E

Correct Answer: A

QUESTION 10

A business analyst is in the process of completing the requirements document for a project. She has made the following 'to-do' list of actions to help keep track of her work:

1.
Need to amend the description of the scope of the project.
2.
Need to record the terminology used throughout the document.
3.
Need to add the use cases and the as-is business process diagrams.

When she completes all of these actions, which requirements document sections will not have been updated?

- A. Data models and introduction and background.
- B. Function models and requirements catalogue.
- C. Requirements catalogue and data model.
- D. Requirements catalogue and glossary of terms.

Correct Answer: C

QUESTION 11

Life Extenders is a not-for-profit organization, which renovates donated furniture to sell in its high street shop; any profit it makes is given to local charities. The operations director is planning a small project to implement a website to support the organization.

The business analyst assigned to work on this project is in the process of identifying stakeholder roles.

The following have been suggested:

- A) Members of the public could be customers of Life Extenders.
- B) Members of the public could be suppliers of Life Extenders.
- C) Life Extenders is a partner of other local charities.
- D) Life Extenders is a regulator as it is a not-for-profit organization.

Which of these statements are correct?

- A. A and B
- B. A, B and C
- C. B, C and D
- D. B and D

Correct Answer: C

QUESTION 12

Isamu is a business analyst working on a project. Unfortunately, it is not progressing as hoped or planned.

He has identified that the main issues with the users on the project are:

- 1) They manage complex processes and they do not seem to be able to articulate their needs.
- 2) They claim they cannot engage in requirements elicitation as they simply do not know what is possible.

Which elicitation technique would best address both these issues?

- A. Activity sampling
- B. Focus group
- C. Prototyping
- D. Scenario analysis

Correct Answer: A

