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## BCS Foundation Certificate in Business Analysis (BH0-013)

BCS FCBA

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**QUESTION NO: 1**

Which of the following is NOT an example of a generic stakeholder group?

- A. Regulators.
- B. Competitors.
- C. Testers.
- D. Employees.

**ANSWER: C**

**QUESTION NO: 2**

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 NO: 3**

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 NO: 4**

As part of an investigation, a business analyst has asked a business user to keep track of the actual tasks they carry out over a period of time. What is this investigation technique called?

- A. Shadowing.
- B. Prototyping.
- C. Special purpose records.
- D. Activity sampling.

**ANSWER: C**

#### QUESTION NO: 5

Which of the following is considered by the Boston Box?

- A. Power/influence.
- B. Impact.
- C. Market share.
- D. Gross profit.

**ANSWER: C**

#### QUESTION NO: 6

What does the O' stand for in the CATVVOE analysis?

- A. The objectives of the business system under review.
- B. The opportunities for change in the business system under review.
- C. The organisation of the business system under review.
- D. The owner of the business system under review.

**ANSWER: D**

#### QUESTION NO: 7

Which of the following statements is TRUE?

- A. The IRR of every project is based on it achieving a Net Present Value of zero.
- B. It is preferable for the calculated IRR of a project to be below bank interest rates,

- C. Discounted cash flows do not usually take into account the time value of money.
- D. When comparing two projects, the one with the lower NPV should be preferred.

**ANSWER: A**

#### QUESTION NO: 8

What is stage 0 (zero) of the concerns-based adoption model?

- A. Shock.
- B. Defininition.
- C. Initial change.
- D. Awareness.

**ANSWER: D**

#### QUESTION NO: 9

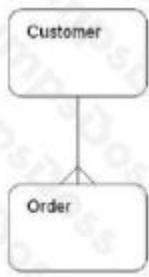
One of the claimed advantages of buying a software package is that it is possible to predict future maintenance costs with some certainty. How would these costs be classified in a cost-benefit analysis?

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

**ANSWER: C**

#### QUESTION NO: 10

The entity relationship model below shows the relationship between Customer and Order. Which of the following business rules is correct?



- A. An order may be placed by many customers.
- B. A customer may place many orders.
- C. A customer may never place an order.
- D. An order need not be placed by a customer.

**ANSWER: B**