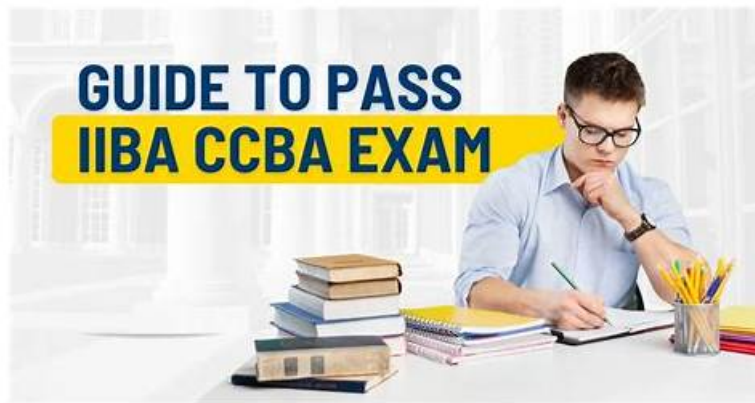


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IIBA Certification of Capability in Business Analysis (CCBA) Sample Questions (Q137-Q142):

NEW QUESTION # 137

During a requirements elicitation workshop, a stakeholder raises an issue that is outside of the project's scope. The business analyst (BA) facilitating the workshop should:

- A. request the stakeholder to explain the issue further so that possible solutions can be discussed.
- B. note the issue in the Issue Register to be considered by the Project Manager.
- C. ignore the stakeholder's comment and proceed with the agenda.
- D. consider the issue's impact on the project and gain agreement with stakeholders on the next step.

Answer: D

Explanation:

According to the BABOK Guide, considering the issue's impact on the project and gaining agreement with stakeholders on the next step is a technique for managing stakeholder collaboration. This technique can help the BA facilitating the workshop handle the issue raised by a stakeholder that is outside of the project's scope, as it allows the BA to acknowledge the stakeholder's concern, assess its relevance and urgency, and decide whether to address it now or later². By doing so, the BA can maintain a positive relationship with the stakeholder and avoid scope creep or conflict. Therefore, the correct answer is C. References: BABOK Guide, [CCBA Practice Test]

NEW QUESTION # 138

You are the business analyst for your organization and you're working with Nancy, the Sales Director. You've been identifying requirements for Nancy about the sales force and her desire to add a customer management solution to the sales process. Nancy believes that the software can help automate the sales process, keep things better organized than the current approach, and ultimately create more sales for the organization. As a business analyst, which one of the following should you advise Nancy about her need?

- A. There's an assumption that the perceived solution will create the desired benefit.
- B. There will be a cost and time element to create the solution.
- C. There are no constraints in the analysis process.
- D. There is a cost, time, and quality constraint that must be satisfied to create the solution.

Answer: A

Explanation:

Nancy is making an assumption that the software will make the entire sales process better. She's identified a solution that she assumes will improve the entire sales process.

Answer D is incorrect. While there will be a cost and time element, this isn't the best answer to the question and scenario.

Answer B is incorrect. There are constraints in the analysis process, so this isn't the best choice.

Answer C is incorrect. While this statement is true, it doesn't address Nancy's assumption about the solution; she's already attached to the problem.

NEW QUESTION # 139

A business analyst wants to host a brainstorming session with eight key stakeholders. In preparation for this event, the business analyst should designate which one of the following rules for the session?

- A. Rate each idea that is generated.
- B. Create a goal for the number of ideas the group should generate.
- C. Allow any ideas for possible solutions even if they are not in the defined area of interest.
- D. Set a time limit for the session.

Answer: D

Explanation:

Explanation

Of all the choices, the only valid answer is that the business analyst should set a time limit for the brainstorming session.

Answer B is incorrect. The ideas generated should actually map to a clear and concise definition of the area of interest.

Answer D is incorrect. The business analyst should not rate each idea that is generated.

Answer A is incorrect. The business analyst should not create a goal for the number of ideas the team is to generate.

NEW QUESTION # 140

A new payments system was recently implemented to replace an old legacy system. The system users have lodged a complaint that the new system is slower than the old system but system performance statistics show more efficiency. How does the business analyst (BA) demonstrate to users how the new system is performing?

- A. Collect system metrics and communicate results in an understandable format
- B. Evaluate the payments process to identify areas of improvement in the system
- C. Identify the dependencies of the system with other applications
- D. Analyze the feasibility of including additional hardware resources to the system

Answer: A

NEW QUESTION # 141

Two business analysts (BAs) are working on a requirement elicitation activity. One BA comes across a checklist that contains stakeholder details such as who are involved, location, group dynamics that are to be considered before beginning the elicitation activity and seeks a clarification from the second BA. The other BA explains that these details, along with several other items

mentioned in the checklist, are required to:

- A. prepare stakeholders.
- B. secure supporting material.
- C. understand scope of elicitation.
- **D. select elicitation techniques.**

Answer: D

Explanation:

According to the Capability in Business Analysis (CCBA) guidelines, one of the tasks that business analysts perform in the requirement elicitation activity is to select the appropriate elicitation techniques that suit the context and needs of the stakeholders¹². A checklist that contains stakeholder details, such as who are involved, location, group dynamics, etc., is a useful tool to help the business analysts to choose the most effective and efficient elicitation techniques for the given situation³⁴. For example, the business analysts may decide to use interviews, focus groups, observation, or prototyping, depending on the stakeholder characteristics and preferences.

NEW QUESTION # 142

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