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BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q16-Q21):

NEW QUESTION # 16

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. Intangible benefits.

- B. Tangible costs.
- **C. Tangible benefits.**
- D. Intangible costs.

Answer: C

NEW QUESTION # 17

Which category of activities should be identified first when developing a 'Business Activity Model' (BAM)?

- A. Enabling.
- **B. Doing.**
- C. Monitoring.
- D. Planning.

Answer: B

NEW QUESTION # 18

Which of the following is an input to the 'Investigate the Situation' stage of the business analysis process model?

- A. Stakeholder perspectives.
- B. List of issues/problems.
- C. Business case.
- **D. Terms of reference.**

Answer: D

NEW QUESTION # 19

Which technique uses an iterative approach to uncover innovative options?

- A. Mind maps.
- B. Fishbone diagram
- **C. Design thinking.**
- D. Rich pictures.

Answer: C

Explanation:

Design thinking is a human-centered, iterative approach used to uncover innovative solutions by focusing on user needs and exploring multiple possibilities. It emphasizes creativity, collaboration, and experimentation.

Key Characteristics of Techniques:

Design Thinking: Uses an iterative process (empathize, define, ideate, prototype, test) to generate innovative options.

Fishbone Diagram: A root cause analysis tool, not focused on innovation.

Rich Pictures: A visual representation of a situation, useful for understanding context but not for generating innovative options.

Mind Maps: A brainstorming tool that organizes ideas hierarchically, but it does not inherently follow an iterative approach.

Evaluation of Each Option:

A . Design thinking:

Design thinking explicitly uses an iterative approach to uncover innovative options.

Conclusion: This is correct .

B . Fishbone diagram:

Fishbone diagrams focus on identifying root causes, not innovation.

Conclusion: This is not correct .

C . Rich pictures:

Rich pictures visualize complex situations but do not inherently foster innovation.

Conclusion: This is not correct .

D . Mind maps:

Mind maps organize ideas but do not follow an iterative, innovative process like design thinking.

Conclusion: This is not correct .

Final Recommendation:

A . Design thinking.

The system should allow a user to enter customer details and select appropriate customers for a mailshot What is wrong with this requirement?

- Answer: C**

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