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BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q25-Q30):

NEW QUESTION # 25

A software house is developing a software package specifically for hotel management. A business analyst has been employed because of her familiarity with the hotel industry.

Which of the following competencies has she been employed to bring to the project?

- A. Problem solving.
- B. Project management
- C. Team leadership.
- **D. Domain knowledge.**

Answer: D

NEW QUESTION # 26

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:

The technique that uses an iterative approach to uncover innovative options is:

A . Design thinking.

NEW QUESTION # 27

In which step of the scenario development process would the handling of unusual conditions or outcomes be considered?

- A. Identify task or interaction
- B. Define control conditions
- C. Identify steps and sequence
- **D. Identify exception situations**

Answer: D

Explanation:

Scenario development (often linked to Use Case analysis) is a technique that uses narrative descriptions to explore how a business process or a proposed system feature will work. The process of creating a full scenario typically involves several steps: establishing

the context, defining the main success scenario, and then exploring alternatives. The step where the handling of unusual conditions or outcomes is considered is Identify exception situations. Exceptions are the circumstances that cause the main path of a process or interaction to be interrupted or fail, and they represent unusual or undesirable deviations from the expected flow. These conditions, which could include error messages, data unavailability, or system failures, must be thoroughly analyzed and documented to ensure the proposed solution is robust and complete. This step is distinct from identifying the main tasks (A) or the normal flow sequence (B).

(Reference: BCS Requirements Engineering / BCS Business Analysis Practice - Scenarios and Use Cases)

NEW QUESTION # 28

A convenience food manufacturer has noted that consumers are increasingly concerned about the use of unnecessary packaging. Which of the following techniques would help a business analyst to uncover this concern?

- A. Power/Interest grid
- **B. PESTLE analysis**
- C. Boston Box analysis.
- D. Resource Audit

Answer: B

Explanation:

The concern of consumers about unnecessary packaging is an external factor that influences the organisation. The appropriate technique for systematically analysing these external macro-environmental factors is PESTLE analysis. PESTLE stands for Political, Economic, Sociological, Technological, Legal, and Environmental factors. The increasing consumer concern about packaging falls clearly under the Sociological or Environmental categories of the PESTLE framework. This technique helps the business analyst identify trends and issues arising from outside the organisation that may create a business need or risk, which then drives strategic change. The other options are incorrect: a Power/Interest grid is for stakeholder management; Boston Box (BCG Matrix) is for product portfolio management; and a Resource Audit is for internal analysis of resources.

(Reference: BCS Foundation Certificate in Business Analysis / BCS Business Analysis Practice - Strategic Analysis, External Environment Analysis)

NEW QUESTION # 29

When are the acceptance criteria for user acceptance testing defined?

- A. When the users have had the opportunity to use the software for a period of time.
- B. When the deliverables of the system design have been agreed.
- C. When the deliverables of the requirements analysis have been agreed.
- **D. When the software has been completed and has passed system testing**

Answer: D

NEW QUESTION # 30

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