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QUESTION BANK

- ✓ Chapter wise questions with answers and explanations
- ✓ Aligned to BABOK v2.0
- ✓ Aligned to CBAP test pattern

LN Mishra CBAP, CPRE, CSM, SPOC
Bestselling author of
"Mastering CBAP", "Mastering CPRE"

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Bangalore, India
www.AdaptiveProcesses.com
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- **Accredited program** – IIBA Endorsed program aligns completely BABOK V 2.0 and also ensures that the course is as per IIBA prescribed curriculum.
- **Qualified CBAP as course designer and principal trainer** – Our course designer and principal trainer is Certified Business Analysis professional (CBAP) from IIBA Canada. He is also a Certified Project Management Professional, Certified Scrum Master, and Six Sigma Black Belt.
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- **Case study and in class exercise based approach** – The program completely follows Case study based approach and all the concepts are covered with the help of real time case studies. It also covers all essential business analysis tools and techniques like UML, BPM, Test Automation Tools and Requirement Elicitation.

- **Mock assessment for IIBA certification** – Program covers IIBA certification preparation tips and tricks, mock assessment for IIBA certification.

- **Responsive to client needs** – Course and program content can be enhanced to meet Client specific requirements.

- **Complimentary business analysis toolkit** – Complimentary business analysis toolkit – sample templates and guidelines which helps BAs in implementation of the concepts in their job

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Participants for our BA workshops are from following organizations

Our service portfolio

Business Analysis Consulting and training	IT Security and Infrastructure Management	SQA and Audit Services
CMMI, Agile ISO 9001, PMBoK	ISO 27001, ISO 20000, PCI-DSS	Program Management Office
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Training, Auditing, eLearning

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GRCPerfect	10+ eLearnings ISO 9001, 27001, Audit..	Adaptive Toolkits QMS, ISMS, ITSM, BCMS

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✓ ISO 9001:2008 Certified from DNV on the first year of operation
✓ Winner of Most Innovative Company Award from Pan IIT-IIM Alumni Forum
✓ Certified Microsoft BizSpark Partner
✓ Nominated for prestigious Tata NEN Hottest Start-up

1 Questions on Business analysis planning and monitoring

1. What are two other complementary terms or forms for functional decomposition?

   a. Risk analysis and stakeholder analysis.

   b. Risk analysis and work breakdown structure.

   c. WBS and solution breakdown structure.

   d. Business analysis plan and business needs.

2. Which of the following best describes the tasks associated with the planning and monitoring of business analysis activities?

   a. Identify sponsors, plan communication, determine business analysis deliverables, determine metrics for monitoring of business analysis work.

   b. Identify resources, plan communication, determine project deliverables, determine metrics for monitoring of business analysis work.

   c. Identify stakeholders, plan communication, determine business analysis activities, determine metrics for monitoring of business analysis work.

   d. Identify stakeholders, review communication, determine business analysis activities, determine metrics for the monitoring of business analysis work.

3. Which statement completes the following statement the LEAST effectively? When considering the impact of 'project approach' on business analysis planning for the customized component of a new software package, the approach will

   a. Have an impact on planning and monitoring business analysis tasks as well as on the roles and responsibilities for business analysis.

   b. Always is a predecessor to the start of requirements planning and management.

   c. Always is a successor to the start of requirements planning and management.

   d. Determine the formality of communication with the developers.

4. Your organization provides weightages – Must haves get 10 points; discretionary items are given points ranging from one through nine. Vendor proposals are ranked against the criteria list. The vendor with the most points is selected. The techniques that are used for this process are

   a. Vendor assessment, decision analysis, and key performance indicators.

   b. Vendor assessment, key performance indicators, and acceptance/evaluation criteria definition.

   c. Decision analysis, structured walkthrough, and functional decomposition.

   d. Create a business domain model and schedule a walkthrough or review.

5. Why the task "Determine the appropriate format for requirements" is important to the project?

   a. It assures that the same organizational artefacts are used consistently by all business analysis in all situations.

   b. It assures that each requirement is described in a unique format that respects the title and authority of the highest ranking stakeholder in the audience.

   c. It assures that requirements are understandable to their particular stakeholders.

   d. It assures that the presenter has sufficient time to learn new tools to enhance each presentation of requirements to different target audiences.

6. Joana has been trying to figure out how best to validate the solution scope with her stakeholders, both business and technical. How can she best validate the solution scope with her stakeholders?

   a. Conduct a requirements workshop and talk it through with the stakeholders.

   b. Have a brainstorming session with her stakeholders

   c. Create a business domain model and schedule a walkthrough or review.

   d. Do nothing at all. The architect is responsible for validating solution scope.

7. In a short, 3-month project to implement a COTS system, the BA determined that a detailed software Requirements Specification document was not necessary and planned instead upon Use Cases for the analysis technique and documentation format. This is an example of

   a. An assumption that could become a risk.

   b. Appropriate use of risk mitigation.

   c. Create a business domain model and schedule a walkthrough or review.

   d. Determining appropriate requirements analysis and documentation activities.

8. Which of these is the best definition of variance analysis?

   a. It determines discrepancies related to time, cost, and scope.

   b. It determines the magnitude of the discrepancies between the business analysis plans and the actual performance of the activities.

   c. It is completed as part of project management, not business analysis.

   d. It uses the Delphi technique to determine the variances.

9. What does an organizational model interface show?

   a. How the organization interfaces with other organizational units.

   b. How the organization interfaces with systems.

   c. How the organization interfaces with the business architecture.

   d. How the organization interfaces with organizational process assets.

10. Which of the following statements best describes a plan-driven approach?

   a. These approaches tend to be preferred when taking an exploratory approach.

   b. Agile methods of software development are typical examples of approaches.

   c. This approach tends to be preferred when requirements can be realistically defined prior to implementation.

   d. The risk of an incorrect implementation is low. Incorrect option - This is again for agile projects.

11. Which of the following are considered to be SDLC methodologies?

    a. RUP, Agile, and Waterfall.

    b. Agile, Spiral, Incremental, Waterfall.

    c. Waterfall, Incremental, Agile.

    d. Waterfall and Agile are considered approaches and not methodologies.

12. A solution or component of a solution that is the result of a project is known as?

    a. A product.

    b. A determination.

    c. A result.

    d. A deliverable.

13. Which of the following techniques are used to manage business analysis Performance?

    a. Metrics, work breakdown structure, Risk analysis, Lessons learned.

    b. Metrics and KPIs, Interviews, Process modeling, Lessons learned.

    c. Process modeling, Functional decomposition, Interviews, Risk analysis.

    d. Problem tracking, Root cause analysis, Observation, Metrics.

14. Manav works as the business analyst for a project to introduce a new electronic gadget. Projects such as this have been lengthy, involved multiple stakeholders, and included thousands of requirements. When selecting a business analysis approach for the project, which of the following is Manav most likely to consider?

    a. A plan-driven approach because of the highly regulated environment.

    b. A change-driven approach because these approaches tend to be better for new products.

    c. The approach depends on more factors than are given.

    d. A combination of plan-driven and change-driven approaches, given the complexity of the project.

15. Your solution design team has recommended a COTS solution. However, you recently uncovered a new constraint on the technical architecture that precludes the COTS solution. What deliverable might be most significantly impacted by this discovery?

    a. Work division strategy.

    b. Enterprise architecture framework.

    c. Business case.

    d. Requirements baseline.

16. What is the purpose of a force field diagram?

    a. Determine forces that support and oppose changes to the system.

    b. Assess strategies that respond to risk.

    c. A method of problem tracking.

    d. Used by project managers to track changes to the system.

17. Elements included in "Manage business analysis performance" include

    a. Performance reporting, preventive measures, corrective action.

    b. Performance reporting, change control, preventive action.

    c. Corrective action, change control, performance reporting.

    d. Corrective action, change control, performance measures.

18. What is the purpose of the business need in business analysis planning?

    a. Used as an input to Determine business analysis approach. It can help determine if a plan-driven or change-driven approach is needed.

    b. Used as an input to risk planning.

    c. Defines the problem or opportunity facing the technologist.

    d. Making sure the needs of the business analyst are taken care of.

19. Sahana uses hierarchical decomposition to break down her business analysis deliverables into activities and tasks. She then adds the hours needed and can give an accurate estimate of the time needed to complete her BA work. What type of

estimation has she used?

a. Delphi estimation.

b. Historic analysis.

c. Parametric estimation.

d. Bottom-up estimation.

20. What is the best definition of preventive and corrective actions?

a. They are actions taken by the project manager to prevent delays in business analysis activities.

b. They are actions taken to communicate the business analysis process.

c. They are based on an assessment of how well requirements are elicited and documented.

d. They are likely to result in a change to the business analysis plan.

21. Almost all approaches fit in the spectrum between__and_____approaches. Which among the following best completes the statement above?

a. Plan-driven, change-driven.

b. Event-driven, date-driven.

c. Change-driven, management-driven

d. Organization-driven, plan-driven.

22. Estimates are often taken as a commitment that the project team will meet both the delivery date and budget. What should a good estimate include?

a. An assessment of the range of uncertainty associated with the estimate.

b. The expertise of the individuals doing the estimate.

c. Historic data used when creating the estimate.

d. A variance of 20% should be added to account for inaccuracies in the estimate.

23. Underlying competencies include all of the following EXCEPT

a. Creative thinking.

b. Decision-making.

c. Problem-solving.

d. Logical thinking

24. Maya has just finished a report that showed some problems in the business analysis work for her current project. Specifically, there were several variances from what she expected, and she needs to take corrective action. What should Maya do to address the variances?

    a. Update the business analysis approach for the project, to correct the problems identified.

    b. Plan new or different business analysis activities, to correct the problems identified

    c. Update the business analysis communication plan to ensure it includes reporting the variances.

    d. Plan new or different requirements management processes to reduce the variances.

25. The primary purpose of vendor assessment is?

    a. Assessing a vendor to determine if your company can afford them.

    b. Assessing a vendor to determine if you want to work with them.

    c. Assessing a vendor to see if they can meet commitments regarding a product or service.

    d. Assessing a vendor to replace another vendor at your company.

2 Answers for BA Planning and Monitoring

1. What are two other complementary terms or forms for functional decomposition?

   a. Risk analysis and stakeholder analysis.

      Incorrect option – Decomposition involves dividing something big to smaller units. Techniques mentioned no way linked to decomposition.

   b. Risk analysis and work breakdown structure.

      Incorrect option – Risk analysis not linked to decomposition.

   c. WBS and solution breakdown

      structure. Correct option –

      BABOK 2.3.5.

   d. Business analysis plan and business needs.

      Incorrect option – Terms mentioned no way linked to decomposition.

2. Which of the following best describes the tasks associated with the planning and monitoring of business analysis activities?

   a. Identify sponsors, plan communication, determine business analysis deliverables, determine metrics for monitoring of business analysis work.
      Incorrect option – No activity such as identify sponsor.

   b. Identify resources, plan communication, determine project deliverables, determine metrics for monitoring of business analysis work.
      Incorrect option – No activity such as identify resources.

   c. Identify stakeholders, plan communication, determine business analysis activities, determine metrics for monitoring of business analysis work.
      Correct option – BABOK Figure 2-1.

   d. Identify stakeholders, review communication, determine business analysis activities, determine metrics for the monitoring of business analysis work.
      Incorrect option – No activity such as review communication.

3. Which statement completes the following statement the LEAST effectively? When

considering the impact of 'project approach' on business analysis planning for the customized component of a new software package, the approach will

a. Have an impact on planning and monitoring business analysis tasks as well as on the roles and responsibilities for business analysis.

   Incorrect option – Project approach can have an influence on business analysis approach – This question is looking for a negative answer

b. Always is a predecessor to the start of requirements planning and management.

   Incorrect option – Business analysis approach should be defined prior to requirements planning – This question is looking for a negative answer

c. Always is a successor to the start of requirements planning and management.

   Correct option – Business analysis approach should be defined prior to requirements planning. Since the question is looking for a negative answer, this is the choice.

d. Determine the formality of communication with the developers.

   Incorrect option – Project approach can have an influence on business analysis communication approach – This question is looking for a negative answer.

4. Your organization provides weightages – Must haves get 10 points; discretionary items are given points ranging from one through nine. Vendor proposals are ranked against the criteria list. The vendor with the most points is selected. The techniques that are used for this process are

a. Vendor assessment, decision analysis, and key performance indicators. Incorrect option – Both these techniques are not used.

b. Vendor assessment, key performance indicators, and acceptance/evaluation criteria definition. Incorrect option – Functional decomposition is not used.

c. Decision analysis, structured walkthrough, and functional decomposition. Incorrect option – Both these techniques are not used.

d. Create a business domain model and schedule a walkthrough or review.

   Correct option – Having a business domain model will help to ascertain solution scope. BABOK Glossary, page 224

5. Why the task "Determine the appropriate format for requirements" is important to the project?

   a. It assures that the same organizational artefacts are used consistently by all business analysis in all situations.
   Incorrect option – Artifacts may be modified based on project specific need.

   b. It assures that each requirement is described in a unique format that respects the title and authority of the highest ranking stakeholder in the audience.
   Incorrect option – Such practice mentioned in BABoK.

   c. It assures that requirements are understandable to their particular stakeholders.

   Correct option – A key theme of BABOK, Requirements must be presented in a format suitable for the audience. BABOK 4.4.2.

   d. It assures that the presenter has sufficient time to learn new tools to enhance each presentation of requirements to different target audiences.
   Incorrect option – Has no significant relationship to the question.

6. Joana has been trying to figure out how best to validate the solution scope with her stakeholders, both business and technical. How can she best validate the solution scope with her stakeholders?

   a. Conduct a requirements workshop and talk it through with the stakeholders. Incorrect option – Requirements workshops are intended to collect requirements.

   b. Have a brainstorming session with her stakeholders Incorrect option – This is more to identify requirements.

   c. Create a business domain model and schedule a walkthrough or review.

Correct option – Having a business domain model will help to ascertain solution scope. BABOK Glossary, page 224

d. Do nothing at all. The architect is responsible for validating solution scope.

Incorrect option – Not an appropriate answer. Business analyst is responsible to validate solution scope.

7. In a short, 3-month project to implement a COTS system, the BA determined that a detailed software Requirements Specification document was not necessary and planned instead upon Use Cases for the analysis technique and documentation format. This is an example of

a. An assumption that could become a risk. Incorrect option – Not an assumption.

b. Appropriate use of risk mitigation.

Incorrect option – Not a risk mitigation mechanism.

c. Create a business domain model and schedule a walkthrough or review. Incorrect option – Misleading statement.

d. Determining appropriate requirements analysis and documentation activities.

Correct option – Business Analyst determines the best techniques to be used on the project regarding the requirements process. BABOK 2.2.2.

8. Which of these is the best definition of variance analysis?

a. It determines discrepancies related to time, cost, and scope. Incorrect option – Technically correct but a weaker option than B.

b. It determines the magnitude of the discrepancies between the business analysis plans and the actual performance of the activities.
Correct option – Almost a direct quote from BABOK 2.6.5.2.

c. It is completed as part of project management, not business analysis.

Incorrect option – Variance analysis is a technique, can be used both in project management and business analysis.

d. It uses the Delphi technique to determine the variances.

Incorrect option – Delphi technique is primarily used to get estimates.

9. What does an organizational model interface show?

a. How the organization interfaces with other organizational units. Correct option – Definition of the term. BABOK 9.19.2.2.

b. How the organization interfaces with systems. Incorrect option – Not a correct definition.

c. How the organization interfaces with the business architecture. Incorrect option – Not a correct definition.

d. How the organization interfaces with organizational process assets. Incorrect option – Not a correct definition.

10. Which of the following statements best describes a plan-driven approach?

a. These approaches tend to be preferred when taking an exploratory approach. Incorrect option – Exploratory is agile.

b. Agile methods of software development are typical examples of approaches.

Incorrect option – Plan driven is waterfall, not agile.

c. This approach tends to be preferred when requirements can be realistically defined prior to implementation.
Correct option – These approaches tend to be preferred in situations where requirements can effectively be defined in advance of implementation, the risk of an incorrect implementation is unacceptably high, or when managing stakeholder interactions presents significant challenges. BABOK 2.1.4.

d. The risk of an incorrect implementation

is low. Incorrect option – This is

again for agile projects.

11. Which of the following are considered to be SDLC methodologies?

   a. RUP, Agile, and Waterfall.

   Incorrect option – Agile is a change-driven approach and Waterfall is a plan-driven approach. They are not methodologies. RUP stands for Rational Unified Process (from IBM) and is a method.

   b. Agile, Spiral, Incremental, Waterfall.

   Incorrect option – All these are approaches, not methods.

   c. Waterfall, Incremental, Agile.

   Incorrect option – All these are approaches, not methods.

   d. Waterfall and Agile are considered approaches and not methodologies.

   Correct option – BABOK does not refer to SDLC methodologies. Section 2.3 describes business analysis approaches. Agile is a change-driven approach and Waterfall is a plan-driven approach. They are not methodologies. Methodologies describe in detail activities, deliverables, guidelines, templates and checklists.

12. A solution or component of a solution that is the result of a project is known as?

   a. A product.

   Correct option – Solution and product are synonymous. BABOK glossary page 229.

   b. A determination.

   Incorrect option – No such term in BABOK.

   c. A result.

   Incorrect option – Direct definition from BABOK is option A.

   d. A deliverable.

   Incorrect option – Deliverables are agreed to be delivered by a stakeholder.

13. Which of the following techniques are used to manage business analysis Performance?

a. Metrics, work breakdown structure, Risk analysis, Lessons learned.

   Incorrect option - Work breakdown structure and risk analysis are not part of BA performance analysis.

b. Metrics and KPIs, Interviews, Process modeling, Lessons learned. Correct option - Directly from BABOK. Section 2.6.5.

c. Process modeling, Functional decomposition, Interviews, Risk analysis.

Incorrect option - Functional decomposition, interviews, and risk analysis are not part of business analysis performance analysis.

d. Problem tracking, Root cause analysis, Observation, Metrics.

Incorrect option - Root cause analysis and observation are not part of business analysis performance analysis.

14. Manav works as the business analyst for a project to introduce a new electronic gadget. Projects such as this have been lengthy, involved multiple stakeholders, and included thousands of requirements. When selecting a business analysis approach for the project, which of the following is Manav most likely to consider?

a. A plan-driven approach because of the highly regulated environment. Incorrect option - A very close answer. Depends on organizational standard.

b. A change-driven approach because these approaches tend to be better for new products. Incorrect option - Depends on organizational standard. Information provided is not complete.

c. The approach depends on more factors than are given.

Correct option - A plan-driven approach would seem to be the obvious answer. But, there may be other factors outweighing that choice. For instance, the organization may have formal or informal standards in place regarding how business analysis is done and how it fits into project and other activities. BABOK 2.1.2.

d. A combination of plan-driven and change-driven approaches, given the complexity of the project. Incorrect option - A very close answer. Depends on organizational standard.

15. Your solution design team has recommended a COTS solution. However, you recently uncovered a new constraint on the technical architecture that precludes the COTS solution. What deliverable might be most significantly impacted by this discovery?

a. Work division strategy.

Incorrect option - No such term in BABOK.

b. Enterprise architecture framework.

   Incorrect option - Enterprise architecture is an input to solution option selection - unlikely to be affected.

c. Business case.

   Correct option - Part of the business case includes estimates for capital expense, labor, cost/benefit analysis, and potential risks. They would be impacted by a constraint that precludes the COTS solution. The key to this question is that it is occurring prior to project initiation. BABOK 5.5.2.

d. Requirements baseline.

   Incorrect option - Requirements are largely independent of solution options.

16. What is the purpose of a force field diagram?

a. Determine forces that support and oppose changes to the system. Correct option - Definition of the technique. BABOK 7.2.5.

b. Assess strategies that respond to risk.

   Incorrect option - This is risk mitigation strategy.

c. A method of problem tracking.

Incorrect option - This is problem tracker. Force field analysis is not a problem tracker.

d. Used by project managers to track changes to the system.

Incorrect option - changes are tracked in change management system, not by force field diagram.

17. Elements included in "Manage business analysis performance" include

a. Performance reporting, preventive measures, corrective action.

Correct option - It includes these three and also preventive action. The exact BABOK elements are slightly different, and you need to be prepared to identify synonyms of BABOK terms. BABOK 2.6.4.

b. Performance reporting, change control, preventive action.

Incorrect option - Change control is not a performance evaluation technique. You can use elimination technique to get the correct answer option.

c. Corrective action, change control, performance reporting.

Incorrect option - Change control is not a performance evaluation technique. You can use elimination technique to get the correct answer option. See response to option B.

d. Corrective action, change control, performance measures.

18. Incorrect option - Change control is not a performance evaluation technique. You can use elimination technique to get the correct answer option. See response to option B. What is the purpose of the business need in business analysis planning?

a. Used as an input to Determine business analysis approach. It can help determine if a plan-driven or change-driven approach is needed.
Correct option - BABOK 2.1.2.

b. Used as an input to risk planning.

Incorrect option - Technically correct but a weaker option than A.

c. Defines the problem or opportunity facing the technologist.

   Incorrect option – Business need is for business, not for technologist only.

d. Making sure the needs of the business analyst are

   taken care of. Incorrect option – No such thing

   mentioned in BABoK.

19. Sahana uses hierarchical decomposition to break down her business analysis deliverables into activities and tasks. She then adds the hours needed and can give an accurate estimate of the time needed to complete her BA work. What type of estimation has she used?

    a. Delphi estimation.

       Incorrect option – Delphi estimation is a method where multiple independent estimators estimate the project scope.

    b. Historic analysis.

       Incorrect option – This relies estimate based on historical data.

    c. Parametric estimation.

Incorrect option – This estimates the project size in certain parameter and applies a linear formula to get the cost. For example, for estimate a building cost, One can multiply per square feet cost with square feet area of the building.

d. Bottom-up estimation.

Correct option – This technique breaks down all deliverables and activities into detailed activities and tasks, and then rolls them into a whole to determine accurate estimates. This describes Sahana's preferred estimating method. BABOK 9.10.2.2.

20. What is the best definition of preventive and corrective actions?

a. They are actions taken by the project manager to prevent delays in business analysis activities. Incorrect option – Technically correct but only defines preventive action.

b. They are actions taken to communicate the business analysis process.

Incorrect option – Corrective and preventive actions do not communicate business analysis process.

c. They are based on an assessment of how well requirements are elicited and documented. Incorrect option – Corrective and preventive actions can be for anything, not only for elicitation.

d. They are likely to result in a change to the business analysis plan. Correct option – Direct quote from BABOK 2.6.4.2.

21. Almost all approaches fit in the spectrum between__and_____approaches. Which among the following best completes the statement above?

a. Plan-driven, change-driven.

Correct option – As per BABOK, 2 approaches defined are Plan-driven and Change-driven. BABOK 2.1.4.

b. Event-driven, date-driven.

Incorrect option – No such approaches as event-driven or date-driven defined in BABOK.

  c. Change-driven, management-driven

   Incorrect option – No such approach as management-driven defined in BABOK.

  d. Organization-driven, plan-driven.

   Incorrect option – No such approach as organization-driven defined in BABOK.

22. Estimates are often taken as a commitment that the project team will meet both the delivery date and budget. What should a good estimate include?

   a. An assessment of the range of uncertainty associated with the estimate. Correct option – Estimates should come with range of uncertainty. BABOK 9.10.2.

  b. The expertise of the individuals doing the estimate. Incorrect option – No such expectation in BABOK.

  c. Historic data used when creating the estimate.

   Incorrect option – Good to have. It is always not possible.

  d. A variance of 20% should be added to account for inaccuracies in the estimate.

   Incorrect option – No such specific recommendation typically made in BABOK. Such numbers are specific to be a situation and cannot be specified in a BABOK.

23. Underlying competencies include all of the following EXCEPT

    a. Creative thinking.

       Incorrect option – Part of BA competency.

    b. Decision-making.

       Incorrect option – Part of BA competency.

    c. Problem-solving.

       Incorrect option – Part of BA competency.

    d. Logical thinking

       Correct option – Not in BABOK. Analytical and systems thinking are listed, though.

24. Maya has just finished a report that showed some problems in the business analysis work for her current project. Specifically, there were several variances from what she expected, and she needs to take corrective action. What should Maya do to address the variances?

    a. Update the business analysis approach for the project, to correct the problems identified. Incorrect option – Changing business analysis approach may not be a feasible option.

    b. Plan new or different business analysis activities, to correct the problems identified

       Correct option – Maya's report is formally called a BA performance assessment, which may identify corrective actions needed. The assessment is a direct input to the "Plan business analysis activities" task. BABOK 2.2.3, 2.6.4.3 and 2.6.7.

    c. Update the business analysis communication plan to ensure it includes reporting the variances. Incorrect option – Updating communication plan may not improve business analysis performance.

    d. Plan new or different requirements management processes to reduce the variances.

Incorrect option – New or different requirements management processes can help to reduce the variances but option B mentioned in BABOK.

25. The primary purpose of vendor assessment is?

    a. Assessing a vendor to determine if your company can afford them. No such expectation in BABOK.

    b. Assessing a vendor to determine if you want to work with them. Incorrect option – No such expectation in BABOK.

    c. Assessing a vendor to see if they can meet commitments regarding a product or service.

       Correct option – Definition: 'Vendor assessment is conducted to ensure that the vendor is reliable and that service levels will meet an organization's expectations.' BABOK 9.34.2.

    d. Assessing a vendor to replace another vendor at your company. Incorrect option – No such expectation in BABOK.