

# BH0-013<sup>Q&As</sup>

Foundation Certificate in Business Analysis

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**QUESTION 1**

The term \"happy day\" is often used in the context of which of the following investigation techniques?

- A. Protocol analysis.
- B. Scenarios.
- C. Activity Sampling.
- D. Document analysis.

Correct Answer: B

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**QUESTION 2**

Which of the following techniques can be used to pull together the results of an analysis of the external and internal business environment of an organisation?

- A. SWOT analysis.
- B. Resource audit.
- C. Five-forces model.
- D. Balanced business scorecard.

Correct Answer: A

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**QUESTION 3**

Which of the following BEST describes the cause of a bottleneck in a business process?

- A. A step where one actor passes the process to another actor.
- B. A mismatch between the capacities of related process steps.
- C. An unnecessary step or steps in a sequence of process steps.
- D. A number of related steps that are carried out by different actors.

Correct Answer: B

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**QUESTION 4**

The following is a list of statements about stakeholders and stakeholder management.

- a.  
A customer can be considered as a stakeholder in a project.
- b.  
A supplier can be considered as a stakeholder in a project.
- c.  
Stakeholders' positions do not remain static during the life of the project.
- d.  
Communication must not be tailored to each stakeholder in the project. Which of the following is correct?

- A.  
Statements a, b and c are correct, statement d is incorrect.
- B.  
All four statements are correct.
- C.  
Statements a and c are correct, statements b and d are incorrect.
- D.  
Statements b and c are correct, statements a and d are incorrect.

Correct Answer: A

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**QUESTION 5**

Every night at midnight a batch process is invoked to invoice all orders received that day. How will the time midnight be represented on a use case diagram?

- A. As a use case.
- B. As an association.
- C. As an actor.
- D. As a system boundary.

Correct Answer: C

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