IIBA® Ottawa-Outaouais Chapter

ECBA™ / CBAP® / CCBA® Study Group

BABOK® v3, Chapter 9

POP QUIZ & ANSWER SHEET

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1. When reviewing the level 2 data flow diagrams (DFDs) that were created by the business analyst, the customer noticed that there was data coming in from the federal government, which had not been previously specified. How would you respond to that if you were the business analyst?

a) Good catch! We will submit it as a change control to the level 0 and level 1 DFD and evaluate the impact.
b) Good catch! We will update the level 0 and level 1 DFD.
c) It is normal that you discover more data flows as you decompose a DFD. It is just part of the process.
d) As long as a data flow from an external entity, over which you have no control, shows up in at least one level of the DFD, you are OK.

2. You are gathering requirements for the security of a new application. You are identifying the roles of the different users and what level of access to data and functions they should have. This can be documented in a:

a) Roles and permissions matrix
b) Roles and responsibility chart
c) Logical data model
d) Use case

3. The new project you are working on will use workshops to elicit requirements. You are concerned about the customer representatives. What action would you take?

a) Send the representatives to workshop training.
b) Do interviews with other key representatives to get a complete picture.
c) Document what type of persons you need for the session and review with the sponsor.
d) Do the best with the resources given.

4. There are different types of questions to be asked in a requirements interview. Which type of questions would you normally start with?

a) Closed ended
b) Open ended
c) Validating
d) Probing

5. What four dimensions are addressed in a balanced scorecard?

a) Learning and growth, transition states, customer, supplier
b) External business process, internal business process, customer, financial
c) Gap analysis, change strategy, solution scope, business requirements
d) Learning and growth, business process, customer, financial

Use Figure 1 to answer questions 6 and 7.

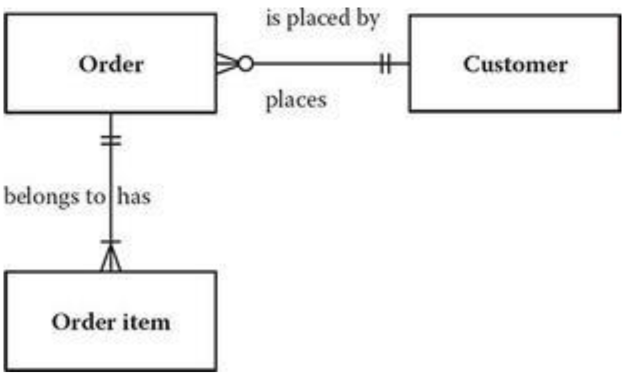

Figure 1: Customer Order System Data Model

6. In Figure 1, which of the following statements is true about the relationship between the order and the customer?
a) The customer must place at least one order.
b) The order may be placed by one customer.
c) The customer must place many orders.
d) The order can only be placed by one customer

7. During a JAD session, the customer mentions that orders are often entered in the system before they have figured out who the customer is. Eventually, the customer will be added but it could be quite a while before that happens. How would you change the model in Figure 1 to reflect this?
a) It does not need to be shown in the model. The customer can just add a pending customer number that will be changed later.
b) Change the minimum cardinality from the customer to the order to be mandatory.
c) This is a processing issue that will be reflected in the process model. The ERD only shows static data needed.
d) Change the cardinality from the order to the customer to be zero or one.

8. Which of the following is NOT a technique used for stakeholder analysis?
a) RACI chart
b) Brainstorming
c) Risk analysis
d) Quality assurance

9. You are working on a new development project and the customer is getting ready for a requirements session. He hands you some old flowcharts in some unknown (to you) notation. What should you do?
a) Explain to the customer that this technique is not supported by the IIBA, and thus is not best practice.
b) Evaluate the flowcharts with other stakeholders and see if they meet the needs.
c) Use the flowcharts; no need to redo what has been done.
d) Let the developers decide.

10. When working in an integrated systems environment, where the product being developed is replacing a portion of the existing application(s), the following technique should always be part of the elicitation techniques?
a) Interface analysis
b) Focus group
c) Requirements workshop
d) Brainstorming

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Answer Key

Question Number	Answer	BABOK® Section	BABOK® Page
1	A	10.13.2	251
2	A	10.39.1	333
3	C	10.50.3	364
4	B	10.25.3.3	291
5	D	10.3.2	223
6	D	Figure 10.15.1	259
7	D	Figure 10.15.1	259
8	D	3.2.6	35
9	B	10	217
10	A	10.24.1	287