

Study Group Participant Name: _____

Date: May 30, 2017

Facilitator: Emily Tom, CBAP

1. “Full and prompt disclosure of potential conflicts of interest” is an effectiveness measure of which behavioural characteristic?
 - a) Personal accountability
 - b) **Ethics
 - c) Trustworthiness
 - d) Adaptability

2. Which of the following is not an effectiveness measure of Leadership and Influencing?
 - a) ** Ensuring that participants in a discussion correctly understand each other's positions
 - b) Reduced resistance to necessary changes
 - c) Effective use of collaboration techniques to influence others
 - d) Re-framing issues so alternate perspectives can be understood and accommodated to influence stakeholders towards shared goals.

3. Greg and Kerry are on a team that is developing an automated testing tool that will be used for end-to-end regression testing of a web-based application every time there is a new release of the application. Evan is a BA on the project and wants to produce screenshots of the tool for the various data combinations that will trigger email notifications. Although the project is not currently in a testing phase, Evan asks Greg and Kerry to run the automated testing tool in order to set up the records in the system with the different data combinations. This saves a significant amount of time for the project and ensures consistency of data quality of the records produced. The automated testing tool was re-purposed to solve a problem of resource time and availability. Evan demonstrated which competency:
 - a) Learning
 - b) Conceptual Thinking
 - c) **Creative Thinking
 - d) Visual Thinking

4. To be considered accurate and reliable, the results of performance measures should be:
 - a) Validated and consistent
 - b) **Reproducible and repeatable
 - c) Precise and complete
 - d) Vast and targeted

5. During Solution Evaluation, if a BA is evaluating how a solution or solution component is fulfilling the need, the BA is addressing which BA Core Concept:
 - a) Change
 - b) **Need

- c) Solution
 - d) Stakeholder
6. Which of the following is not an example of industry knowledge?
- a) Market trends for a specific line of business
 - b) Suppliers of a certain product or service
 - c) **How to use a word-processing tool
 - d) Upcoming legislative rules governing how a product or service will be delivered
7. When the pros and cons of all available options are clearly communicated to stakeholders, this demonstrates an effectiveness measure of which competency?
- a) **Decision-Making
 - b) Learning
 - c) Systems Thinking
 - d) Visual Thinking
8. OC Transpo's bus fleet includes a large proportion of double-decker buses. These double-decker buses have been in operation for about five years. It was found that the new buses break down less often than to old "accordion" buses and are ideal for the ease of boarding for passengers with wheelchairs and strollers. OC Transpo has conducted some solution evaluation, evaluating the value that the double-decker buses provide. During peak hours (early weekday mornings and late weekday afternoons), most of the passengers are students and full-time workers who need to get downtown or return home. The buses have performed well in terms of transporting large numbers of these passengers every day, reducing the number of cars on the freeway. During off-peak hours (the middle of the day), most of the passengers are senior citizens and parents with young children. After doing some solution evaluation on this group of stakeholders, it was found that the double-decker buses can only hold up to one wheelchair and one stroller due to space limitations. The rest of the bus is pretty empty. Which task was performed in the solution evaluation?
- a) Measure Solution Performance
 - b) Assess Enterprise Limitations
 - c) **Assess Solution Limitations
 - d) Recommend Actions to Increase Solution Value
9. Which of the following is an input to the Measure Solution Performance task?
- a) Communications Plan
 - b) **Business Objectives
 - c) Requirements (Approved)
 - d) Change Strategy
10. Which of the following is an effectiveness measure of Adaptability?
- a) **Valuing and considering of points of view and approaches
 - b) Complete preparation for meetings, interviews, and requirements workshops
 - c) Ability to produce deliverables in a timely manner
 - d) Understanding terminology or jargon used in the organization