Business and Quality Analyst Questions

1. **Within a project, the project manager is the navigator and the business analyst is the captain.**

True	
False	

2. **The first role of a business analyst within a project is to _____ organization _____.**

Design, peripherals	
Create, obstacles	
Validate, objectives	
Analyze, strategies	

3. **What is the overall outcome of a project?**

Projects create outdated products to devalue the organization.	
Projects produce nothing for an organization.	
Projects create temporary solutions to big issues.	
Projects create products that are applied to improve the position of the organization.	

4. **What are some skills that a business analyst must have for sustained growth?**

Patience, communication, diplomacy, sustained enthusiasm, logical thinking	
Dedication, accuracy, perfection, focus	
Summative, literal, bold, patience	
Analysis, collection, verification, erratic thinking	

5. **Understanding the _____ will assist the business analyst on how the need for change can be justified.**

Nuance	
Context	
Worth	
Climate	

6. **The scope statement identifies _____.**

The project objective, the testing phase and the delivery phase.	
The stakeholders, the program managers and the application.	
What will be accomplished, areas that will be involved and the areas that will not be involved.	
The business objectives, the stakeholders and the trainers.	

7. A business analyst should check for conflicts or inconsistencies in process execution.

True	
False	

8. What are the common business perspectives used in creating objectives?

Collect data from clients, create an assessment, ask a manager	
Determine approach, use logical thinking, analyze the application	
Ask colleagues, use the gap-fit analysis, use a questionnaire	
Use common structures, understand and share the starting point, have a measureable target	

9. What is the root cause of an organization proposing unrealistic solutions?

Unrealistic approach	
Lack of investigation and analysis	
Lack of purpose and analysis	
Bad planning	

10. _____ is commonly cited as the number one reason for project success.

Project scope	
Best approach	
User involvement	
Planning analysis	

11. What are the techniques for gathering requirements from stakeholders?

Interview, brainstorming sessions, process observation, surveying, joint requirement sessions	
Lewis and Clark approach objective, implementation	
Design scope, define objective, implementation	
Gap fit analysis, ADDIE model, project plans	

12. What are the four layers of the requirement pyramid?

Project need, requirements, specifications and designs, execution	
Project need, training analysis, approach, execution	
Application, stakeholders, training, surveys	
Logical thinking, stakeholders, designs, surveys	

13. Business requirements are commonly expressed in terms of measurable _____ and _____.

Questionnaires, specifications	
Surveys, assessments	
Training, choices	
Objectives, outcomes	

14. While building the requirement plan, business analysts should define terms and acronym meanings.

False	
True	

15. What are ways to source requirements?

Interviewing stakeholders only	
Analyzing processes and use cases, inspecting forms and reports, understanding existing features	
Using the library, going to the company website	
Asking questions to end users, having end users build the training	

16. Structuring the interview process is important in building _____, understanding and instilling _____ with the user.

Respect, tension	
Rapport, trust	
Questions, loyalty	
Confidence, trust	

17. What are the rules to brainstorming?

Capture off topic ideas, keep the energy low no debating	
Let everyone speak, call end users into the meeting low volume is the goal	
Set a time limit, schedule a room, order lunch	
Clearly state objectives and deliverables, one person speaks at a time, high volume is the goal, piggybacking encouraged	

18. Observing processes can be performed passively by _____.

Job profiling	
Internet surfing	
Job shadowing	
Cold calling	

19. What are the two types of questions used in a survey?

Smart questions, multiple choice questions	
Grouped questions, coded questions	
Open-ended questions, closed questions	

Elicit questions, backbone questions	

20. Which traceable matrix requirement is used to ensure you do not over or under deliver?

Credit statistics	
Boundary conditions	
Source documentation	
Scope/objective alignment	

21. The _____ activity and _____ review of status should be significant events that are reflected in your plans.

Statistical, periodic	
United, aligned	
Logical, systematic	
Mapped, periodic	

22. What are ways to insure that you have collected complete and universally understood requirements?

Insure your work with the company intranet site	
Insure your work with the project plan	
Insure your work with the training team	
Insure your work with each department or business area affected by the project	

23. The requirements package must fire a crisp introduction of the intended business improvements.

False	
True	

24. The verification process may include multiple _____ and require _____.

People, meetings	
Questions, briefings	
Businesses, training	
Sessions, input	

25. What are two techniques in approaching documentation inspection?

Quality review, informal inspection	
Questionnaires, evaluation sessions	
No review, training sessions	
Peer review, formal inspection	

26. A _____ manual explains how a process is intended to function.

Procedure	
Legacy	

Training	
Instructor	

27. What is the metric rule of thumb for manager-worker alignment while executing processes?

The metric rule is 90%	
The metric rule is defined by processes	
The metric rule is 75%	
There is no metric rule for this area	

28. What are some characteristics of acceptance criteria?

Training implementation, training delivery, training evaluation	
Gap fit analysis, project accounting, project scope	
Reflect specific business outcomes, expectations of stakeholders are reflected, project priorities reinforced	
Marketing goals, business plans, metric rules	

29. _____ are based on the measurable elements of the signed off requirements found in the requirements package.

Test scripts	
Information maps	
Test cases	
Training manuals	

30. What is the focus of the test plan document?

To describe the training plan	
To describe what to test and how to test	
To describe the project objectives	
To derive the training curriculum	