

Exam Questions PMI-PBA

PMI Professional in Business Analysis (PMI-PBA)

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NEW QUESTION 1

A business analyst is reviewing a discrepancy report after a test session. The discrepancy report has revealed a defect that the business analyst must address. Which of the following criteria should the business analyst use to identify the appropriate response to the defective test result?

- A. Perform an impact analysis and open a change request to include the revised requirement in the next baseline
- B. Verify that the corresponding requirement was appropriately signed off by the requesting stakeholder.
- C. Determine if the defect is in the solution developed, in the original requirement, or in the test case.
- D. Inspect the requirements traceability matrix to verify if the requirement is connected to a use case.

Answer: C

NEW QUESTION 2

Which of the following is a method for requirements change control?

- A. Requirements management
- B. Baselineing
- C. Scope analysis
- D. Communication management

Answer: B

NEW QUESTION 3

An insurance company embarks on a project to replace its current enrollment and billing software application, which will no longer be supported by the end of the calendar year. The new enrollment and billing application must be implemented before the current vendor contract ends. The business analyst gathers the initial requirements for the new enrollment and billing application. Based on the large volume of requirements, the business analyst realizes that the requirements will need to be prioritized.

Which requirements prioritization method should the business analyst use for this project?

- A. Weighted ranking
- B. Time-boxing
- C. Risk analysis
- D. MoSCoW

Answer: A

NEW QUESTION 4

The business managers had clearly stated that the delivered website must simultaneously accommodate millions of users around the globe. However, within the first week of the production launch, the website crashes frequently. This situation could have been averted if:

- A. critical business requirements were accommodated and tested.
- B. nonfunctional requirements were identified and tested
- C. quality attributes were captured and tested.
- D. essential product requirements were captured and tested.

Answer: B

NEW QUESTION 5

Which of the following tools will help facilitate the decision-making process when stakeholders do not agree on the value of an initiative?

- A. PEST analysis
- B. Feasibility analysis
- C. Gap analysis
- D. Force-field analysis

Answer: B

NEW QUESTION 6

A project team has completed the system use cases along with accompanying screen mockups. The business analyst schedules a review meeting with the client team to walk through the artifacts.

What is the purpose of this meeting?

- A. To verify that the system is aligned with the quality requirements
- B. To validate that the documents are aligned with the solution requirements
- C. To validate that the system is aligned with the stakeholder requirements
- D. To verify that the documents are aligned with the transition requirements

Answer: C

NEW QUESTION 7

A business analyst in organization Y is assigned to elicit requirements in a project within a defined timeline. The business analyst has identified and invited key stakeholders to a requirements workshop.

However, the stakeholders are not giving clear and concise requirements; their opinions about requirements are changing and conflicting with each other in the meeting. In the end, the business analyst could not elicit and define the requirements and therefore adjourned the meeting.

Which tool or technique could have been used by business analyst to avoid this situation?

- A. Prototyping
- B. Decision tree
- C. Document analysis
- D. Surveys

Answer: A

NEW QUESTION 8

A system enhancement project has been initiated to address the concerns of an external group of stakeholders not included in the first release. What should be done to ensure stakeholder satisfaction with the enhancement?

- A. Engage all stakeholders early in the requirements gathering phase to define acceptance criteria.
- B. Solicit feedback and add requirements to the project backlog.
- C. Provide all signed-off project documentation to the stakeholders for information purposes only.
- D. Request that the project manager identify all affected project stakeholders.

Answer: A

NEW QUESTION 9

A firm implements SharePoint and the business analyst creates the requirements to develop a business analysis repository. In the requirements, the analyst describes a detailed workflow that includes appropriate stakeholders receiving email notifications of certain activities. The SharePoint team needs to know which activities should trigger the notification workflow. Which workflow trigger should the business analyst incorporate?

- A. Changes to test cases traced to requirements
- B. Changes to stakeholder memberships
- C. Change through project life cycle
- D. Any change to the requirements matrix

Answer: D

NEW QUESTION 10

A stakeholder wants to modify an existing feature. Which of the following would be used to determine the scope of the change on the product?

- A. Project schedule and cost baseline
- B. Requirements attributes table
- C. Requirements traceability matrix
- D. Sequence diagram

Answer: C

NEW QUESTION 10

Which technique allows the collection of the maximum number of ideas on a subject from a group without considering the validity or practicality of the ideas?

- A. Surveying
- B. Brainstorming
- C. Interviewing
- D. Prototyping

Answer: A

NEW QUESTION 13

How can a SWOT analysis help when deciding between several possible options to address a business problem?

- A. It can help the stakeholders identify the strengths and weaknesses of each option.
- B. It can help the product owner to determine opportunity cost of not choosing an option.
- C. It can help the project sponsor to determine the valuation of each option.
- D. It can help the stakeholders to determine how to avoid the threats of each option.

Answer: A

NEW QUESTION 16

The business analyst wishes to clarify the project's key business drivers and ensure that requirements can be prioritized to provide maximum business value. Which question should the business analyst ask of stakeholders to help obtain this clarification?

- A. What is the business need?
- B. Which functional areas are impacted?
- C. How is the organizational chart structured?
- D. Which stakeholders have the most influence?

Answer: A

NEW QUESTION 21

Which solution should be chosen according to the completed weighted-ranking matrix?

		Revenue growth	Improved customer satisfaction	Reduced time-to-market	Lower maintenance cost
ID	Options	(weight 5)	(weight 3)	(weight 4)	(weight 2)
1	Purchase off-the-shelf software	2	2	2	2
2	Develop in-house software	2	3	1	2
3	Outsource the development	2	3	2	1
4	Enhance the existing system	1	1	3	3

- A. Enhance the existing system.
- B. Purchase off-the-shelf software.
- C. Develop in-house software.
- D. Outsource the development.

Answer: D

NEW QUESTION 24

The business analyst has completed the requirements gathering and documentation processes in developing a baseline document. Several signoffs are needed During the joint review process with the key stakeholders, the stakeholders announce that they are still not ready to sign off due to a communication gap. Which technique should the business analyst have followed to ensure consensus?

- A. The business analyst should have reviewed the requirements of the project sponsor first before reviewing other requirements.
- B. The business analyst should have performed a complete review of each requirement with one of the stakeholders' peers before the meeting
- C. The business analyst should have performed a complete review of each requirement with the key stakeholders prior to the meeting.
- D. The business analyst should have invited the key stakeholders to the meeting.

Answer: C

NEW QUESTION 26

Requirements elicitation for a project is occurring. The marketing, acquisition, and production departments want to include specific requirements. The CEO has a requirement to deploy in three months. Which of the following actions will have a greater influence on the project success?

- A. Conduct a stakeholder analysis and balance requirements by understanding the relative power associated with each stakeholder group.
- B. Explain the situation to the CEO and try to obtain an extension of the contract for the actual time necessary to develop the system.
- C. Prioritize and develop the requirements of the marketing department since the project will impact a greater number of people.
- D. Estimate the effort required for each requirement and develop as many functionalities as possible.

Answer: A

NEW QUESTION 29

A company uses a prioritization range of 1-10. in which 10 represents the highest or best. According to the information from the table, which option should the business analyst recommend?

		Functionality		Cost	
ID	Description	Weight	Score	Weight	Score
1	Custom solution	7	10	3	1
2	Off-the-shelf solution	7	5	3	10
3	Customized off-the-shelf solution	7	10	3	3
4	Software as a service	7	7	3	5

- A. 1
- B. 3
- C. 4
- D. 2

Answer: C

NEW QUESTION 32

A business analyst is documenting the acceptance criteria to support a minor modification in a user portal The analyst submits the criteria for review, but it is deemed incomplete and returned. What could have caused the documentation to be returned?

- A. The analyst performed forward and backwards traceability.
- B. The analyst failed to gather any baseline information.
- C. The analyst did not include the scope document in the acceptance criteria paperwork.
- D. The analyst utilized user stories as a requirements document tool.

Answer: B

NEW QUESTION 37

A business analyst from Company A has been assigned a project to document and identify requirements for a new commercial software implementation. The first

step is to break down the business analysis deliverables into activities and tasks. Then, the business analyst will add an estimate of the time needed to complete the work.

Which type of estimation technique is the business analyst using?

- A. Delphi
- B. Bottom-up
- C. Parametric
- D. Analogous

Answer: B

NEW QUESTION 41

A business analyst is assigned to the lead analyst role for a project. This project is one of the largest in the history of the company and includes several components and complex interfaces. The system in development will be used by a wide variety of stakeholders.

Which tool should the business analyst use to trace the large number of requirements that will be generated by this project?

- A. Process model
- B. Configuration management system
- C. Sequence diagram
- D. Data dictionary

Answer: B

NEW QUESTION 44

A business analyst is developing a traceability matrix to determine whether or not any gaps exist and to identify any discrepancies.

ID		Business Need	Status	Priority
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Which critical field is needed to ensure that the traceability matrix is usable?

- A. Status
- B. Hierarchy
- C. Requirements description
- D. Owner

Answer: C

NEW QUESTION 48

A business analyst is leading a project to implement automated order entry software at a local pizza restaurant. The business analyst has very little information about the project the ordering process takes too long and often ends in incorrect orders.

What step should the business analyst take next?

- A. Identify testing resources to support the implementation.
- B. Schedule a requirements gathering sessions with the manager of the ordering department.
- C. Select the software to implement and start working with the technical resources.
- D. Request information on the current ordering process and compare it with other companies.

Answer: D

NEW QUESTION 51

A business analyst assigned to review test output for a project realizes that an approved requirement has been missed. Which technique could the business analyst have used to ensure that requirements were delivered as stated?

- A. Use cases
- B. Requirements management plan
- C. Traceability matrix
- D. Work breakdown structure

Answer: C

NEW QUESTION 54

A business analyst captures an application's current limitations and consults with end users to identify new features for the next version. What can be used to analyze this information and determine project scope?

- A. As-is process
- B. Root cause analysis
- C. Requirements traceability matrix
- D. Capability table

Answer: D

NEW QUESTION 59

After conducting a brainstorming session with a group of project participants, the business analyst feels that the elicited requirements are biased Which tool or technique could be used to gain an objective, first-hand insight into tasks and activities that are difficult to describe?

- A. Observation

- B. Document analysis
- C. Questionnaires and surveys
- D. Traceability matrix

Answer: A

NEW QUESTION 60

Which tool is the most appropriate to aid in development of measurable and actionable requirements for a new project?

- A. Use case diagram
- B. Activity-on-node diagram
- C. Network diagram
- D. Entity relationship diagram

Answer: A

NEW QUESTION 65

During a requirements workshop, sponsors and managers from different departments express varying points of view and priorities about the product's functions and requirements. The business analyst struggles with facilitating the group to reach an agreement. What should the business analyst have defined to avoid this?

- A. Decision-making process in the business analysis plan
- B. Communications approach in the business analysis plan
- C. Communications approach in the project management plan
- D. Decision-making process in the project management plan

Answer: B

NEW QUESTION 70

Last year, a company registered a high number of complaints about its customer service. Which of the following tools or techniques can help to identify the high-priority changes needed to improve that service?

- A. A cause-and-effect diagram
- B. A flowchart of the service
- C. A work breakdown structure analysis of the service
- D. A Pareto analysis

Answer: D

NEW QUESTION 71

The business analyst is in the process of implementing a solution for a customer. The team is having difficulty confirming if certain requirements have been met. What could have caused this issue?

- A. The test engineer has not properly communicated requirements to the team.
- B. Acceptance criteria for the requirements were not measurable.
- C. Requirements were not adequately reviewed with the project sponsor.
- D. Not all stakeholders were involved during requirements elicitation

Answer: B

NEW QUESTION 75

In order to reduce product and project risk for a large, complex project, a business analyst is asked to help develop a change process that includes formal authorization and tracking throughout the life cycle of the project. The business analyst needs a capability that will help ensure that the product conforms to approved requirements, changes can be documented, and the status of each change can be reported. What should the business analyst use?

- A. Traceability matrix
- B. Context models
- C. Configuration management system
- D. Work breakdown structure

Answer: C

NEW QUESTION 78

The project team has all the document control process and versioning in place to capture the requirements changes. The team ensures that the change is documented in the scope document, resulting in the changed work breakdown schedule (WBS) and schedule. However, a key requirement was not implemented in the release

Which is a possible reason why the requirement was not implemented?

- A. The requirements traceability matrix was not updated with the change.
- B. The schedule management plan was not updated with the change.
- C. The requirements management plan was not updated with the change.
- D. The scope management plan was not updated with the change.

Answer: A

NEW QUESTION 80

Two weeks prior to the delivery date, a customer changes the business requirements. What should the business analyst do?

- A. Ask the developers to implement the changes.
- B. Deliver the existing product and then begin work on the requested changes.
- C. Trace the requirements and measure the impact of the requested changes on the existing delivery date.
- D. Schedule a review by the change control board (CCB) to determine next steps.

Answer: C

NEW QUESTION 82

The human resources, engineering, and marketing departments have provided feedback on the business needs for a new product. After analyzing the feedback from the three departments, it would be best to:

- A. delegate the decision to be made by the product sponsor.
- B. negotiate to best meet each department's objectives.
- C. vote on the product's highest-value business needs
- D. collaborate on a product scope that aligns with the company's objectives.

Answer: D

NEW QUESTION 87

The following requirement was included in a business requirements document: "An API shall be built to send data back and forth from the accounting system to the customer relationship system so that name and address data can be synchronized." What should be done with this business requirement?

- A. It should remain because it specifies the type of data and the source system.
- B. It should be revised because it states a solution to the problem rather than the business need.
- C. It should be removed because it does not state how often the data should be synchronized.
- D. It should remain because it specifies the reason why the business requirement is needed.

Answer: D

NEW QUESTION 90

The business analyst is conducting a feasibility study to understand how well a potential solution fits into the organization. What kind of feasibility assessment is the business analyst undertaking?

- A. Time
- B. Operational
- C. Cost-effectiveness
- D. Technical

Answer: B

NEW QUESTION 93

Which of the following techniques is used to identify ambiguous or unverifiable requirements?

- A. Team peer review
- B. Fishbone analysis
- C. Resource checklist
- D. Traceability matrix

Answer: D

NEW QUESTION 97

The business analyst has been assigned to a project which delivers functionality for a much larger solution. The project has many requirements but has not received adequate funding. In addition, the stakeholders' views conflict.

Which tools and techniques should the business analyst use to maximize business value while establishing the requirements baseline?

- A. Decision trees, weighted matrix, and context diagrams
- B. Stakeholder register, decision tree, and capability matrix
- C. Weighted matrix, process flow, and organizational chart
- D. Traceability matrix, context diagrams, and scope document

Answer: A

NEW QUESTION 100

A business analyst for Company A has been assigned to a three-year project to assist health insurance Company B with implementing and testing a new set of medical codes. The business analyst has identified many stakeholders who will participate in the project. For example, Company A will designate technical staff to write and code the requirements and provide a testing team to test the new functionality. The senior director of Company B will require weekly progress updates. The project manager from Company A will create project plans, schedule meetings, and provide meeting minutes. In the scenario above, what is the role of the technical staff and testing team from Company A?

- A. Consult
- B. Inform
- C. Accountable
- D. Responsible

Answer: D

NEW QUESTION 101

Which of the following actions will contribute most to the success of the initial stage of the project?

- A. Document the requirements and obtain sign-off.
- B. Establish the change control process of the project.
- C. Interview stakeholders to clearly define the problem.
- D. Define the acceptance criteria required during the acceptance phase.

Answer: C

NEW QUESTION 103

When a change request is received, the business analyst is responsible for:

- A. analyzing the impact on business and underlying systems.
- B. ensuring that change-related incidents are minimized in production.
- C. prioritizing and scheduling the changes requested.
- D. analyzing the impact to the project schedule and budget.

Answer: A

NEW QUESTION 105

A company is developing a new e-commerce platform to enter a new market segment. Development is well under way when the government issues a new set of regulations.

Which course of action should the business analyst take?

- A. Check the traceability matrix to identify affected use cases.
- B. Evaluate the impact of the change on the project schedule.
- C. Evaluate if the new set of regulations is aligned with the business case.
- D. Obtain management sign-off on the new set of regulations.

Answer: C

NEW QUESTION 106

After a project was delivered, the business analyst learns of a project objective with no associated requirement. What would have helped determine this issue before delivery?

- A. Use cases
- B. Process flow
- C. Context diagram
- D. Tracing requirements

Answer: D

NEW QUESTION 110

A company is in the final phases of implementing a project for a client. Which tool or technique could the business analyst use to iteratively validate the solution?

- A. Schedule variance
- B. Expected vs actual results
- C. Expected v
- D. actual costs
- E. Quality variance

Answer: B

NEW QUESTION 112

The business analyst is seriously concerned about the possibility of differing interpretations of data items mentioned in the requirements documents. Which course of action should the business analyst take to minimize the risk of misunderstanding?

- A. Write a data dictionary that accompanies the requirements specification.
- B. Ask the development teams for a formal acceptance of the requirements specification.
- C. Hold a workshop with the development teams to explain the details of the requirements specification.
- D. Plan a peer review of the requirements specification.

Answer: C

NEW QUESTION 114

What can a business analyst use to track requirements documentation?

- A. Affinity diagram
- B. Business rules matrix
- C. Version control system
- D. Data dictionary

Answer: C

NEW QUESTION 115

A company has just finished the development work for a new software sales tracking application and is in the process of validating that the new application meets all of the acceptance criteria defined for the business requirements. During the validation process, a stakeholder discovers that the application does not provide the selection criteria needed to produce the sales volume reporting required by the company's financial department. The business analyst for the project determines that the selection criteria needed was not specified in the system requirements or design specifications.

Which of the following tools and/or techniques might be used by the business analyst to determine how the selection criteria requirement was missed?

- A. Cause and effect diagram, brainstorming, and/or the Five Whys
- B. Root cause analysis, fishbone diagram, and/or the Five Whys
- C. Scope modelin
- D. Ishikawa diagram, and/or the Five Whys
- E. Root cause analysis, problem tracking, and/or benchmarking

Answer: B

NEW QUESTION 117

A project affects the marketing unit and procurement unit. The project manager gives the business analyst an overview of the project for the first time. What should the business analyst do immediately after the discussion?

- A. Schedule time with the process owners.
- B. Develop an issues log.
- C. Assess the risks for the project.
- D. Put the information into a project plan.

Answer: C

NEW QUESTION 122

Which of the following is a properly written requirement statement?

- A. The pot shall be lightweight and heat up quickly.
- B. The pot shall be manufactured in the following colors: yellow, red, brown, blue.
- C. The pot shall be usable in the oven or on the stove.
- D. The pot shall prominently display the company brand.

Answer: B

NEW QUESTION 126

A project team has been assembled to reduce production costs. The business analyst is working with the project team to review and approve requirements. A stakeholder from the assembly line area has an issue with one of the requirements since it is dependent on using existing equipment that is set to be retired within the next six months.

Which of these techniques would the business analyst use to manage issues identified by stakeholders with requirements to ensure that those issues are resolved?

- A. Interviews
- B. Process modeling
- C. Problem tracking
- D. Estimation

Answer: C

NEW QUESTION 127

During validation of a project solution, the business analyst discovers that a requirement has been altered. Instead of placing the company logo in the upper-left corner of the window, it is displayed in the upper-right corner. When the business analyst asks the developer about the change, the developer says that one of the stakeholders asked directly for the change.

Which corrective action should the business analyst take?

- A. Discuss the change in the next stakeholder meeting.
- B. Ask the developer to correct the logo as stated in the requirement.
- C. Confront the stakeholder that requested the change.
- D. Follow the change control process as defined in the business analysis plan.

Answer: D

NEW QUESTION 129

A company is developing a new risk management system. The company expects the system to evolve in the near future due to changing government regulations. Which approach will better cope with the requirements' volatility?

- A. Comparative analysis
- B. Phased baselmmg
- C. Storyboarding
- D. Multivoting

Answer: B

NEW QUESTION 130

Change control systems include provisions to implement changes without formal review in the event of an emergency. When this provision is utilized:

- A. changes can be applied without further managerial involvement.
- B. changes must still be documented and captured.
- C. the risk associated with the change is not evaluated.
- D. a change control board should be established

Answer: A

NEW QUESTION 132

Company A would like to enter into a new market. The business analyst has been assigned to a project for which nobody in Company A has any prior experience. The project manager has asked the business analyst to assist in resource planning. What should the business analyst recommend to the project manager?

- A. Review the business case to reconsider the project.
- B. Ask the sponsor for more resources.
- C. Hire external subject matter experts for the core project team.
- D. Ask the developer's team manager for more resources

Answer: C

NEW QUESTION 133

What is a standardized, effective, and efficient way to manage changes to project documentation?

- A. A configuration management system
- B. A change control board
- C. A requirements traceability matrix
- D. A configuration verification and audit system

Answer: A

NEW QUESTION 134

Once the requirements are compared to internal and external quality standards, what should the business analyst do next?

- A. Set the priority of the requirements.
- B. Communicate the requirements to stakeholders.
- C. Ensure that the requirements are validated.
- D. Baseline the requirements.

Answer: C

NEW QUESTION 135

For a large, highly complex project with significant risk, which elicitation technique should be used to analyze input to and output from the product?

- A. System analysis
- B. Interface analysis
- C. Dependency analysis
- D. Risk analysis

Answer: D

NEW QUESTION 138

A business analyst is trying to determine which analysis technique will be best suited to elicit information from a large number of users in a short period of time. Which elicitation technique is best suited for this purpose?

- A. Group brainstorming
- B. Facilitated workshop
- C. Questionnaire
- D. Ongoing observation

Answer: C

NEW QUESTION 140

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