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**Certified Software Business Analyst (CSBA)**

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## Question: 1

What ISO standard was introduced to address the issue of Information Technology Service Management?

Response:

- A. ISO 9000
- B. None of the above
- C. ISO 12207
- D. ISO 9001
- E. ISO 20000

**Answer: E**

## Question: 2

Which theory focuses on team development and behavior?

Response:

- A. Dialectical Models
- B. Forming-Storming-Norming-Performing Model
- C. Simpson Models
- D. Evolutionary Models

**Answer: B**

## Question: 3

The Spiral Model was designed to include which component?

Response:

- A. Risk Assessment
- B. Specification Development
- C. Test
- D. Implementation

**Answer: A**

### Question: 4

When it is said that the Business Analysis must be fully "bilingual", what two languages does the BA need to "speak"?

Response:

- A. English and Native Language of the Client
- B. Information Technology and Business
- C. Programming and Design
- D. Quality Assurance and Quality Control

**Answer: B**

### Question: 5

Which factors are within the control of the organization and essential to a successful project?

Response:

- A. Critical Assumptions
- B. Constraints
- C. Dependencies
- D. Critical Success Factors

**Answer: D**

### Question: 6

The following are some of the characteristics of Special Causes, EXCEPT:

Response:

- A. Has a random pattern of data points within the control limits
- B. Non predictable
- C. Can be assigned to a defect in the system
- D. Non inherent within the system

**Answer: A**

### Question: 7

In an ideal world, the Project Plan and Project Management will be the responsibility of a qualified:

Response:

- A. Project Manager
- B. CIO
- C. Quality Assurance Analyst
- D. Business Analyst

<b>Answer: A</b>
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