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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

Answer: A

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