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**Exam** : **CSBA**

**Title** : Certified Software Business  
Analyst

**Version** : DEMO

1. Interoperability is the:

- A. Effort required to enhance and improve the product
- B. Extent to which the system is capable of being used in multiple applications
- C. Extent to which a program can be used in other applications
- D. Effort required to couple and uncouple systems

**Answer: D**

2. Creating a baseline of current performance is part of planning phase.

- A. True
- B. False

**Answer: A**

3. Guidelines are not enforceable.

- A. True
- B. False

**Answer: A**

4. Entity Relationship Diagrams identify:

- A. Trace the movement of information through a process
- B. How and when transformations occur
- C. Define all of the components of a specific activity
- D. Who and what are involved in a process and how they interact

**Answer: D**

5. Which of the following techniques was developed by Drs. Robert Kaplan and David Norton?

- A. Enterprise Dashboard
- B. Business Dashboard
- C. PDCA
- D. Balanced Scorecard

**Answer: D**