Answer Key.

1. **b** – Visualize workflows for analysis and improvement
2. **b** – BPMN
3. **c** – Gateway
4. **d** – A way to organize processes by actors/departments
5. **c** – Increased risk
6. **d** – Robotic Process Automation (RPA)
7. **c** – Modelling
8. **c** – Analyze process performance before implementation
9. **c** – Bizagi Modeler
10. **b** – The current state of a business process

11. **b** – Trello
12. **c** – A time-boxed iteration for delivering features
13. **c** – Retrospective
14. **b** – Scrum Master
15. **b** – Contract negotiation
16. **c** – Real-time collaboration tools
17. **c** – Quick, focused sessions using tools like Zoom/MS Teams
18. **c** – Jira or similar platforms
19. **c** – Communication gaps
20. **b** – Clear work-in-progress limits

21. **b** – Evaluating user interactions through realistic stories
22. **c** – Persona development
23. **c** – To understand user contexts and environment
24. **b** – Interactive digital tools (e.g., Figma, InVision)
25. **c** – Aligns product with user needs
26. **c** – Back-end source code
27. **b** – Ideation and early design
28. **b** – Figma
29. **c** – Code snippet
30. **c** – Minimal but testable